TRICARE Europe

Optimization Support Tool

http://europe.tricare.osd.mil

COL Robert Larsen
Medical Director
TRICARE Europe Office

5 Feb 2002

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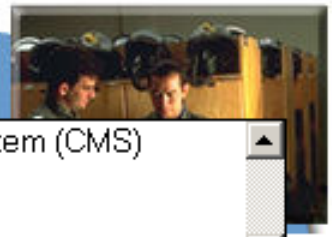

TRICARE Europe's Breast Health Awareness Program

Your Personal Breast Health

Dental Program

TRICARE Dental Program

- Claims Management System (CMS)
- Compass Newsletter
- Comment Card Database
- Health Plan Evaluation Reports
- Health Plan Metrics
- Medical/Dental Treatment Facility Locator
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- Optimzation Support Tool
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- TRICARE Europe Fact Sheets
- TRICARE Service Center Listing

Optimzation Support Tool Go!

CONSENT AND SECURITY STATEMENT

Telemedicine

TRICARE Europe's Telemedicine project

National Defense Authorization Act

TRICARE For Life

Internet

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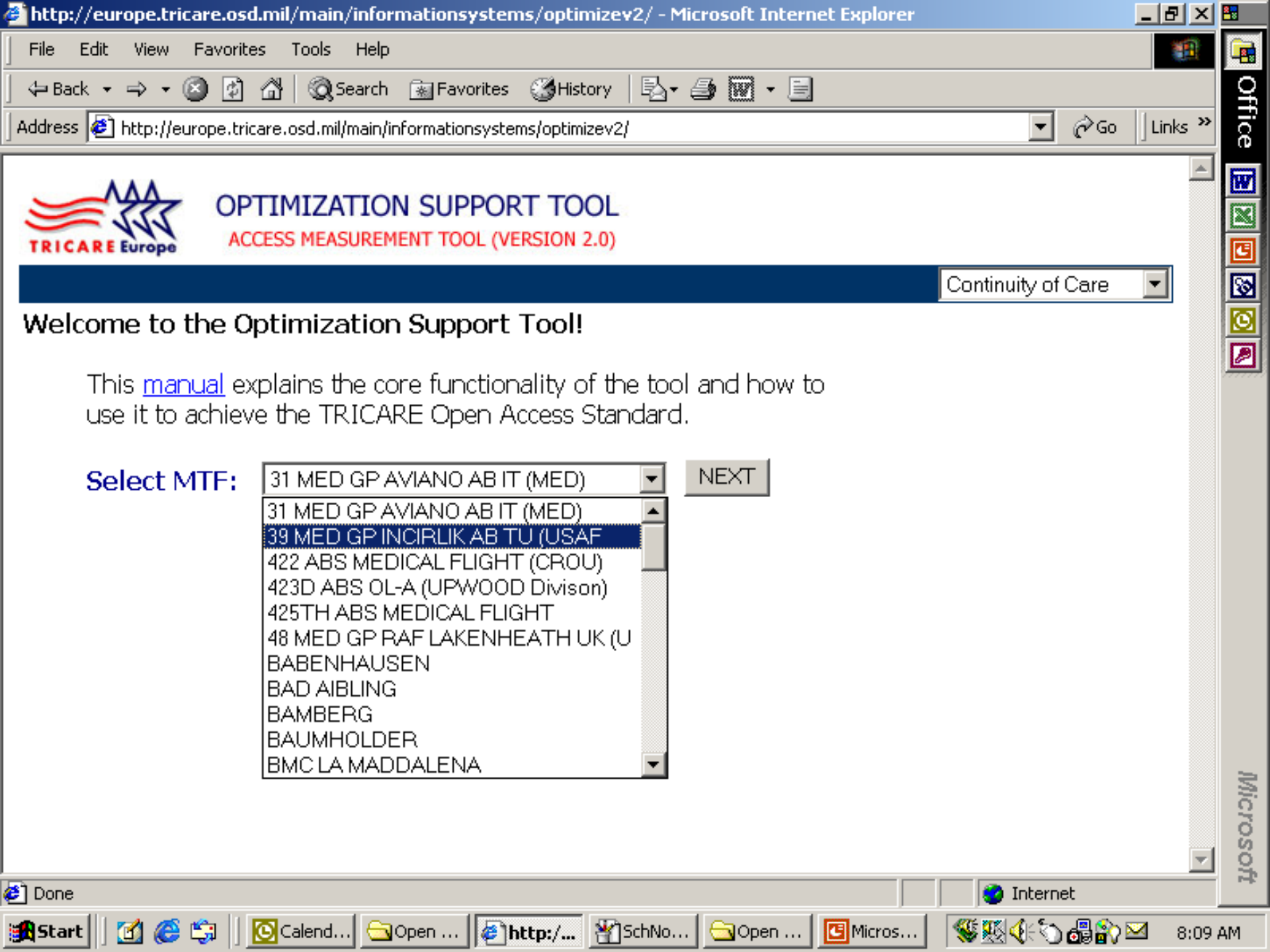
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Continuity of Care
Welcome to the Optimization Support Tool!
This manual explains the core functionality of the tool and how to use it to achieve the TRICARE Open Access Standard.
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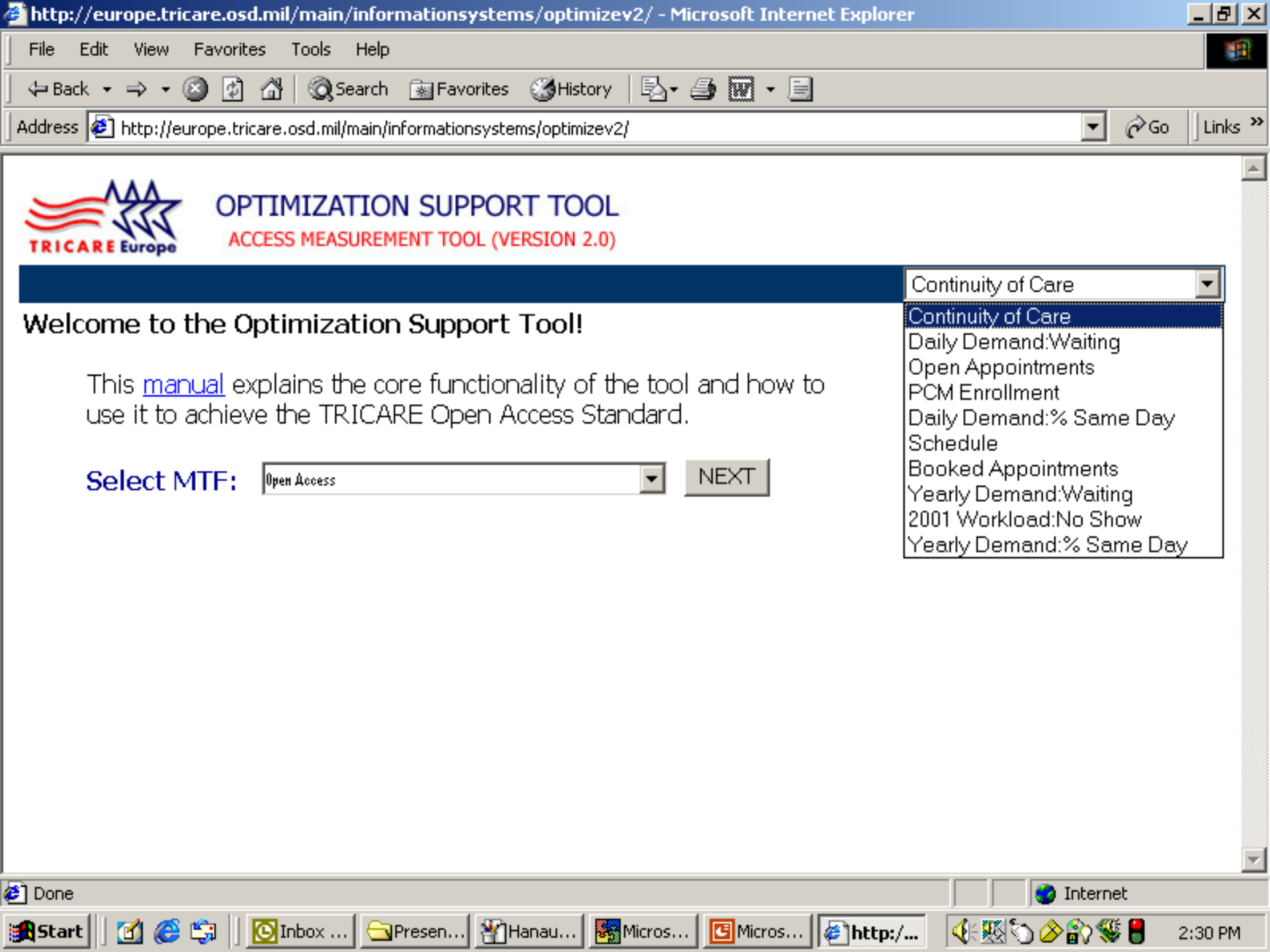
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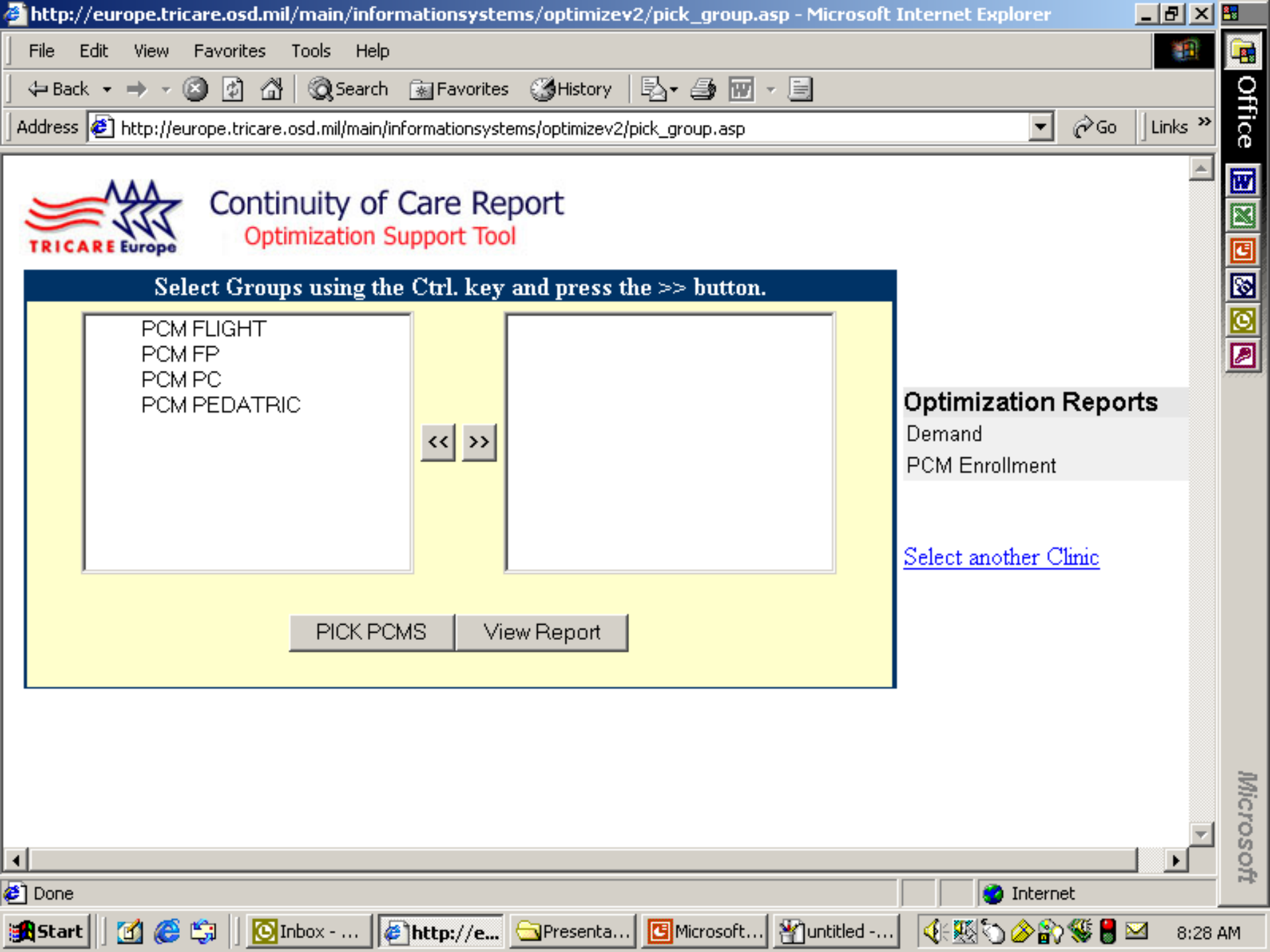
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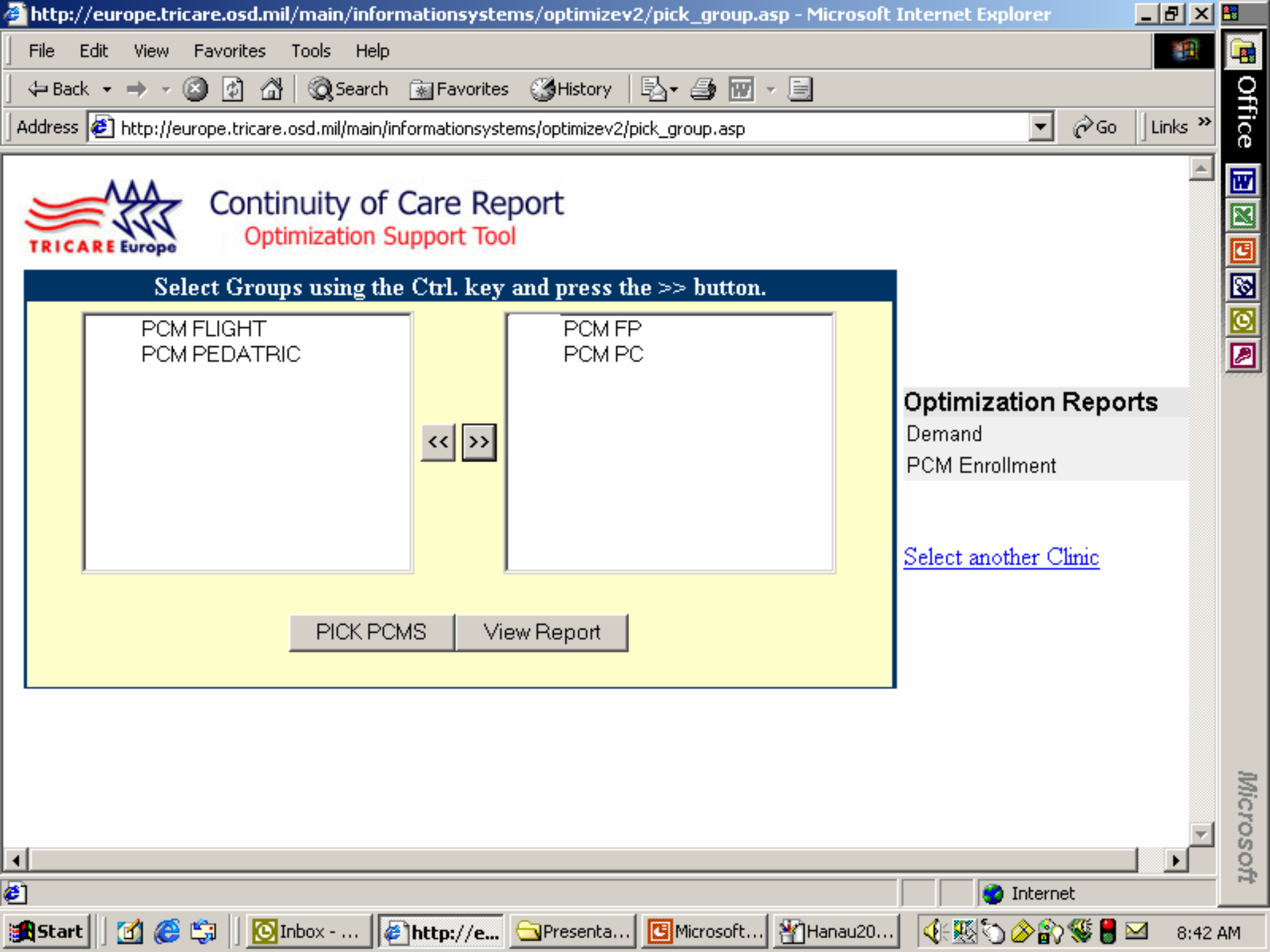
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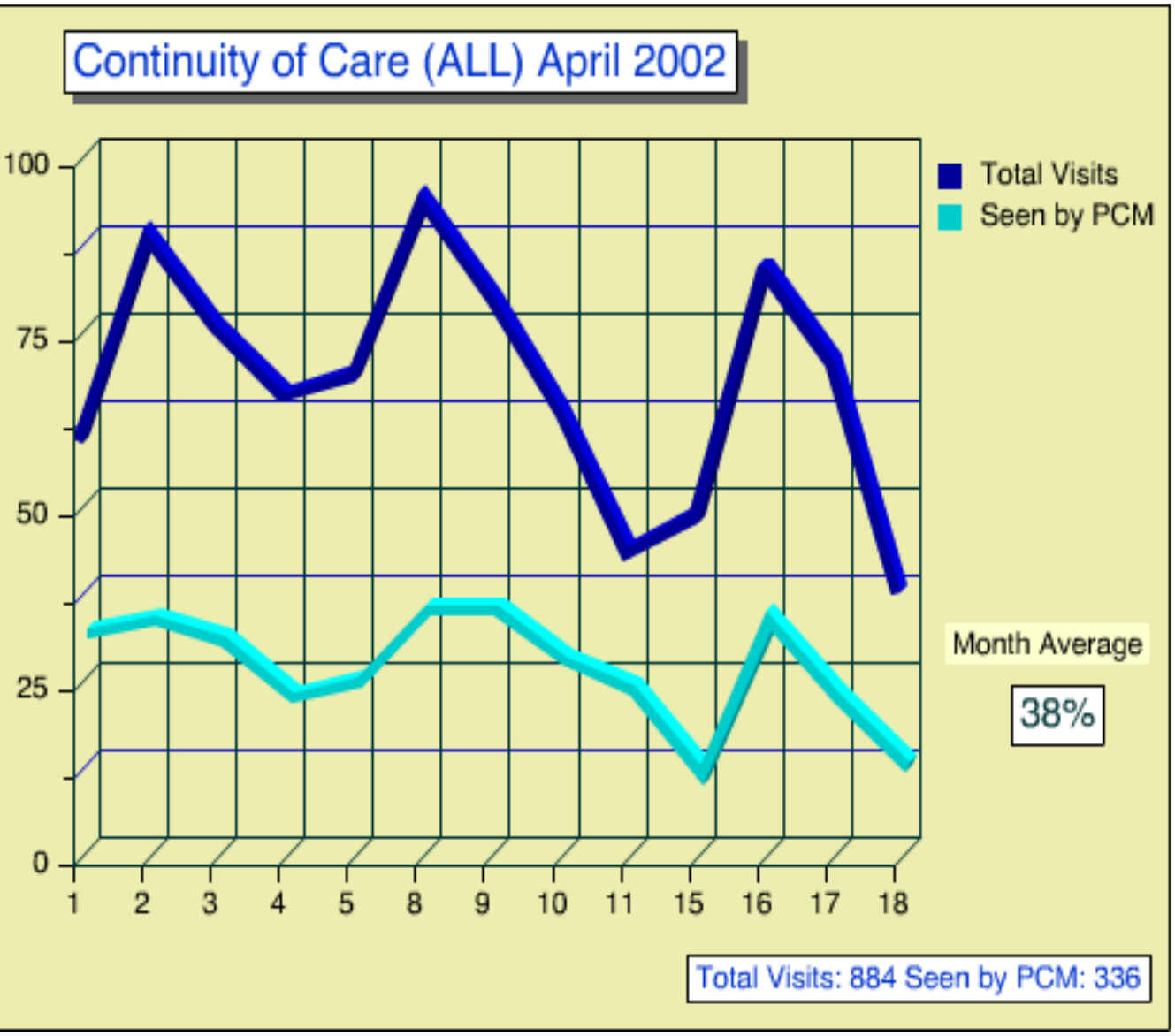

Optimization Reports

PCM Continuity Table

Demand

PCM Enrollment

The graph on the left corresponds to 0A shared continuity for the groups listed below.

PCM GROUPS

- PCM FP
- PCM PC

Mar 2002 Go!

HOME

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TRICARE Europe

OPTIMIZATION SUPPORT TOOL

ACCESS MEASUREMENT TOOL (VERSION 2.0)

PCM Continuity Table for April 2002.

Group	PCM	Seen	Visits	Continuity
PCM FP	Dr A	81	211	38%
PCM FP	Dr B	33	82	40%
PCM FP	Dr C	35	124	28%
TOTAL for PCM FP		149	417	36%
PCM PC	Dr D	86	184	47%
PCM PC	Dr E	51	103	50%
PCM PC	Dr F	50	180	28%
TOTAL for PCM PC		187	467	40%
GRAND TOTAL		336	884	38%

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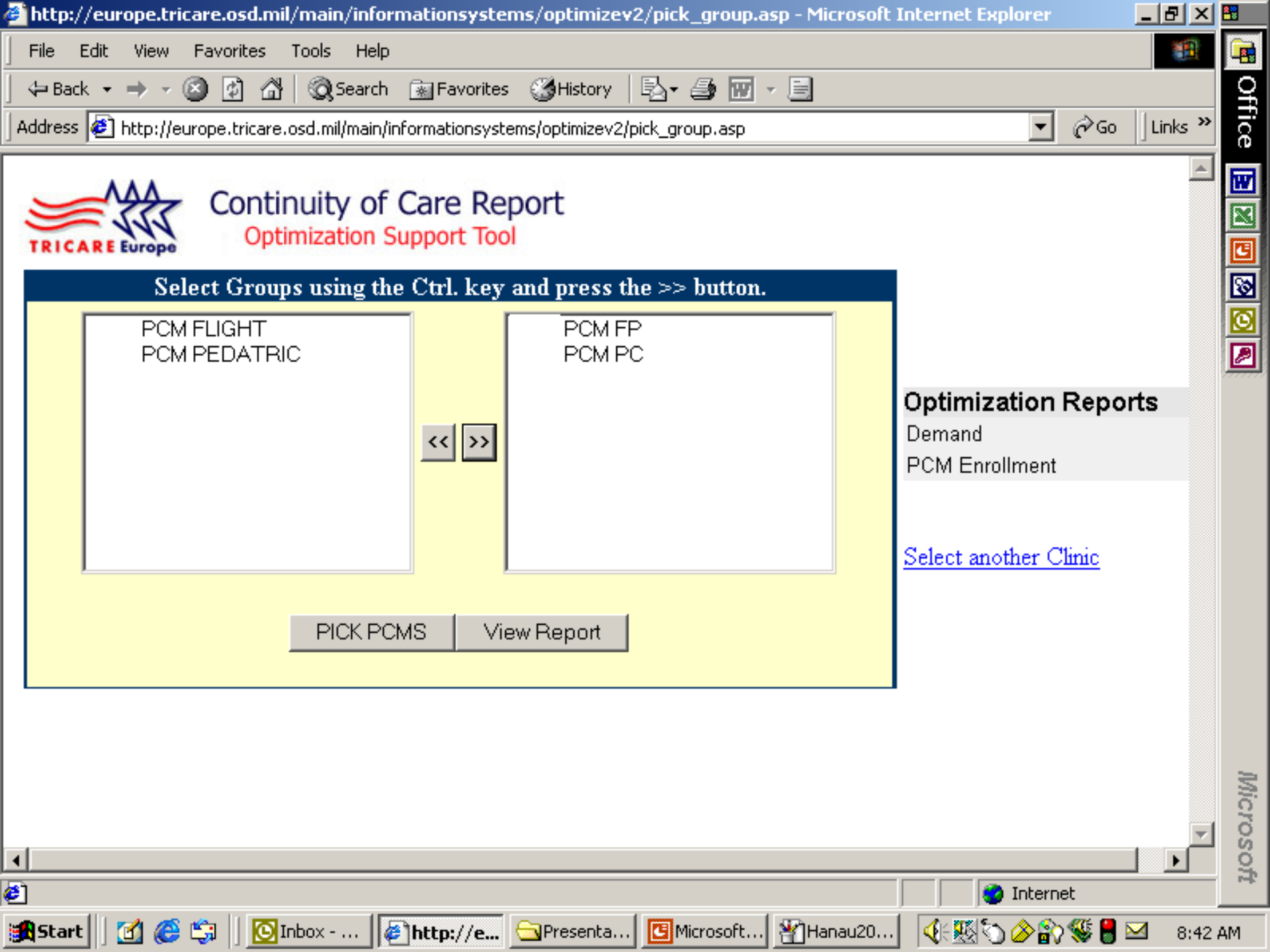
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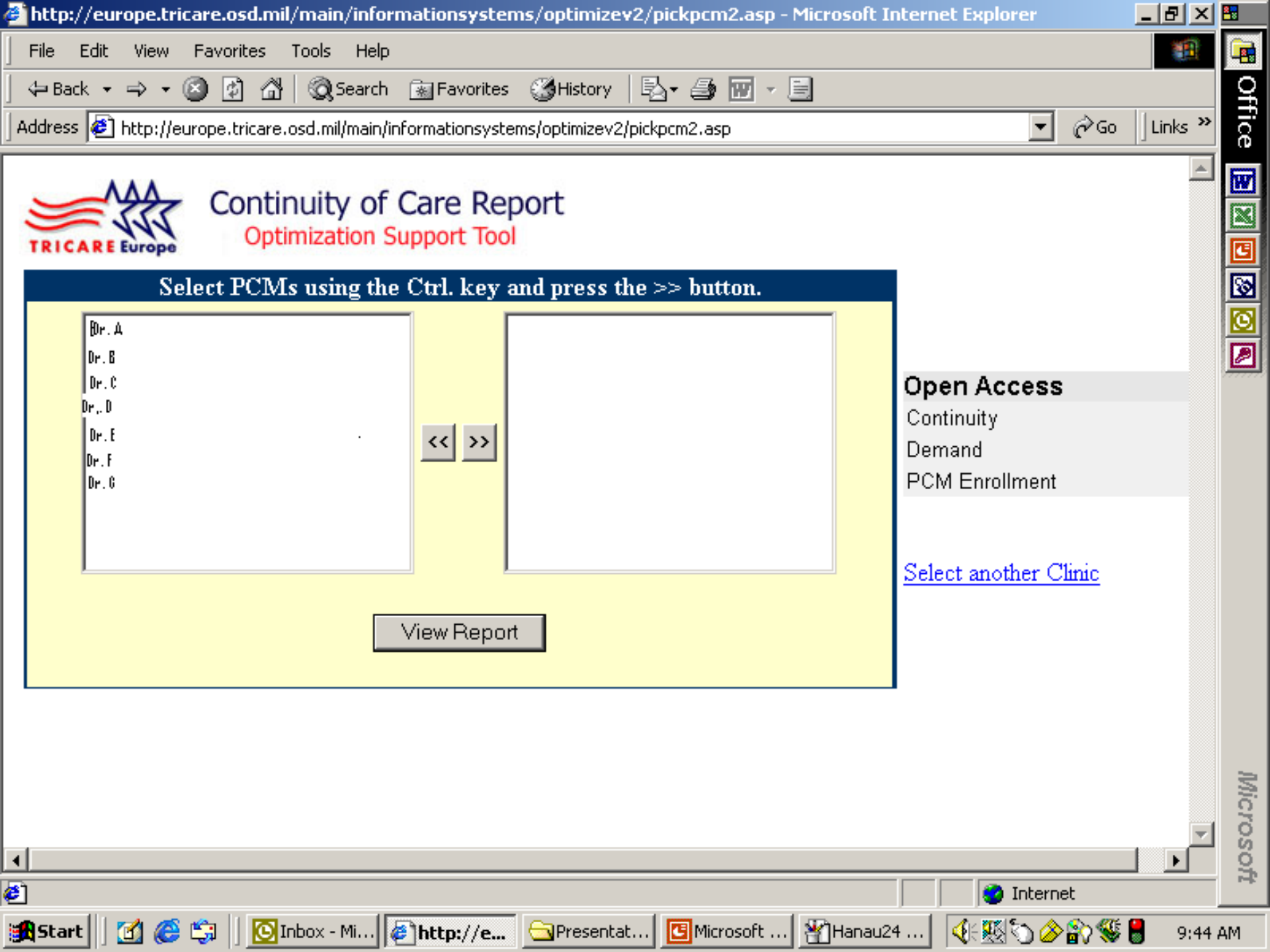
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Dr,. D
Dr. E
Dr. F
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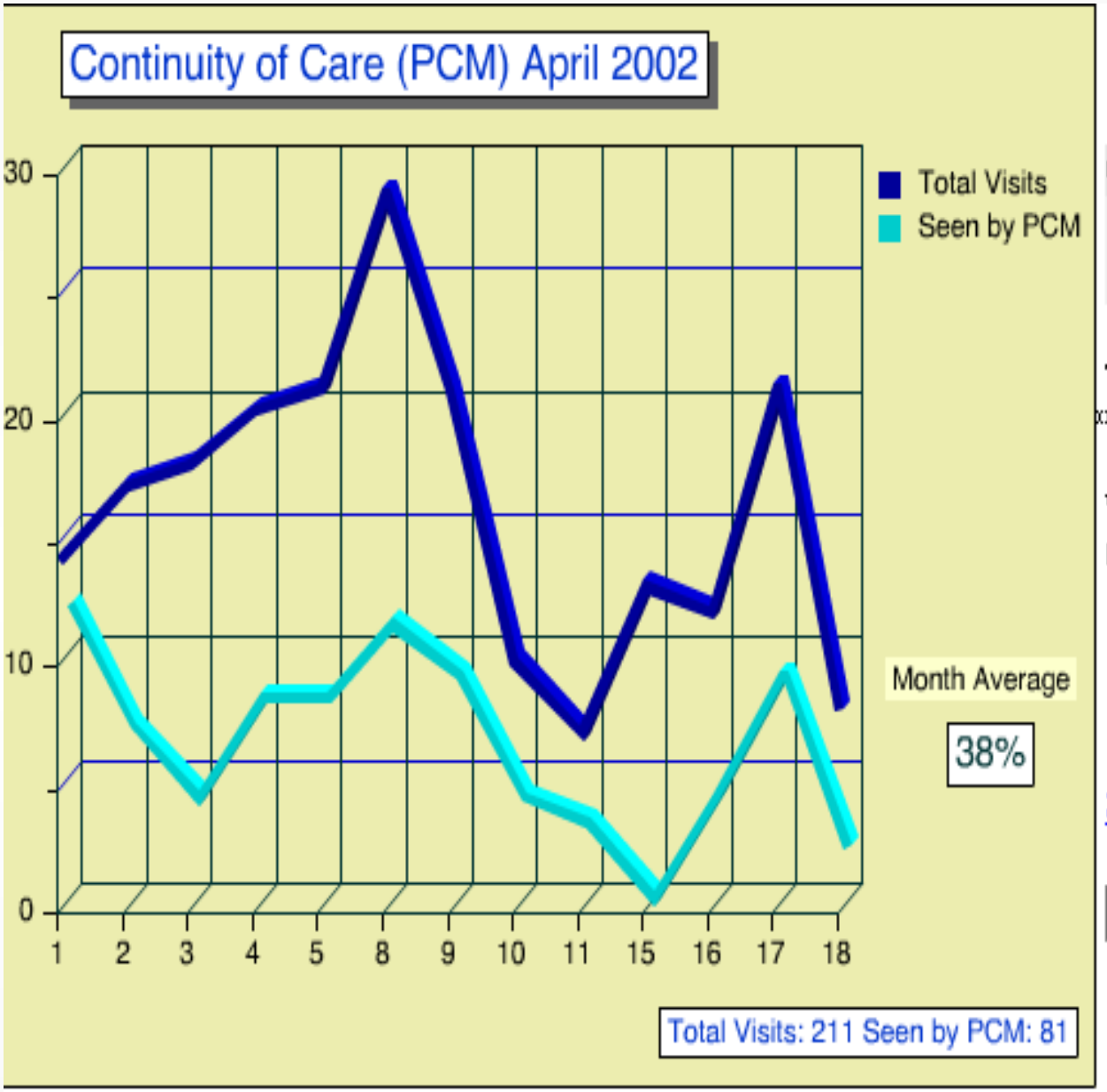

Open Access

Demand

PCM Enrollment

The graph on the left corresponds t
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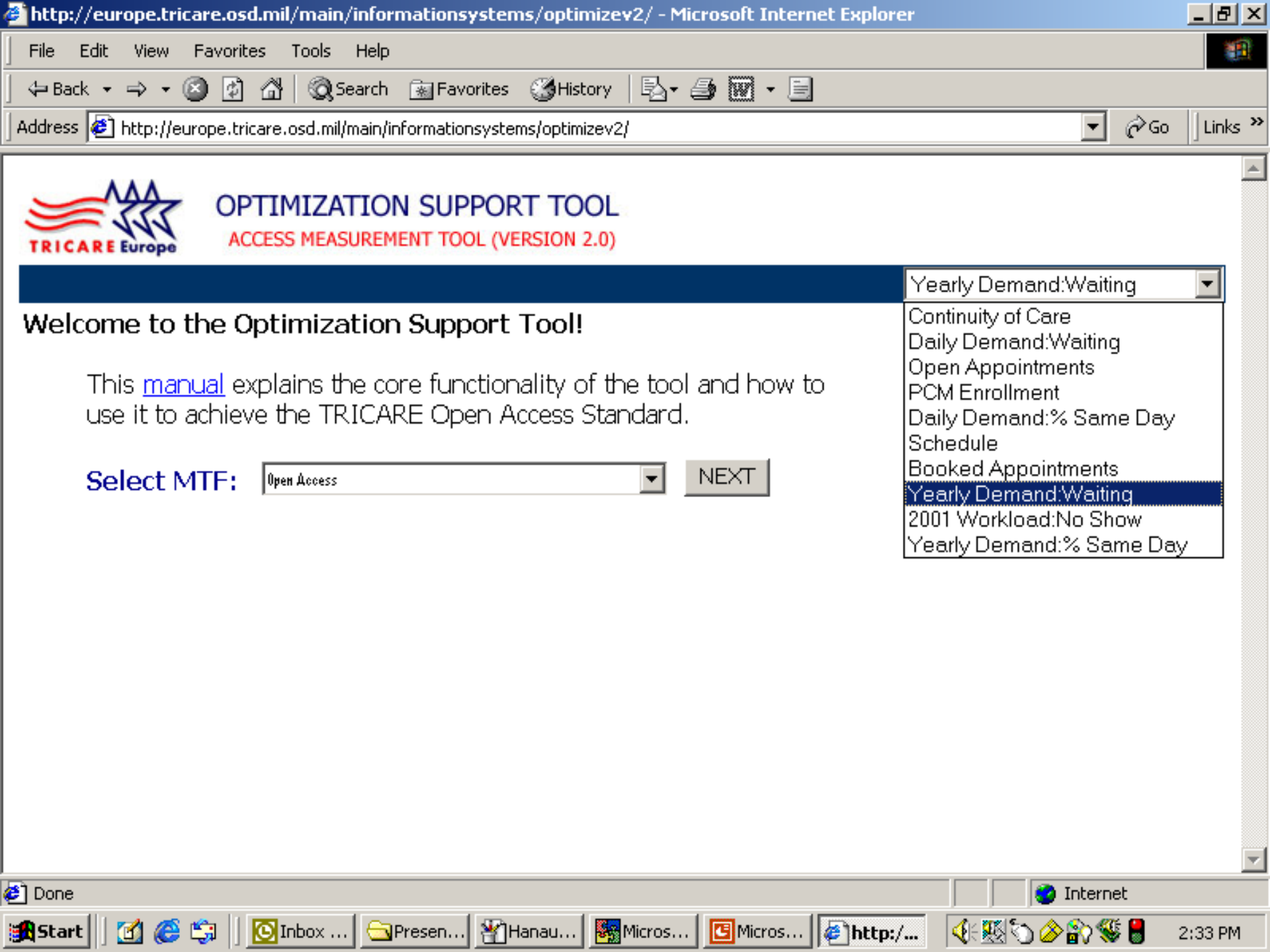
Dr. A

- PCM FP
- PCM PC

Select another Clinic

Mar 2002 Go!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TRICARE Europe

Daily Demand Report

Optimization Support Tool

Select Groups using the Ctrl. key and press the >> button.

FAMILY PRACTICE
IMMUNIZATION
MARRIAGE/FAMILY COU
MEDICAL EXAM
OPTOMETRY
PEDIATRIC
PHYSICAL THERAPY
PRIMARY CARE
PSYCHIATRY
PSYCHOLOGY

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Select Appt Type | View Report

Optimization Reports

Demand

PCM Enrollment

REPORT EXCLUDES T-CON

To Include T-CON appointments use the Select APPT Type option.

Select another Clinic

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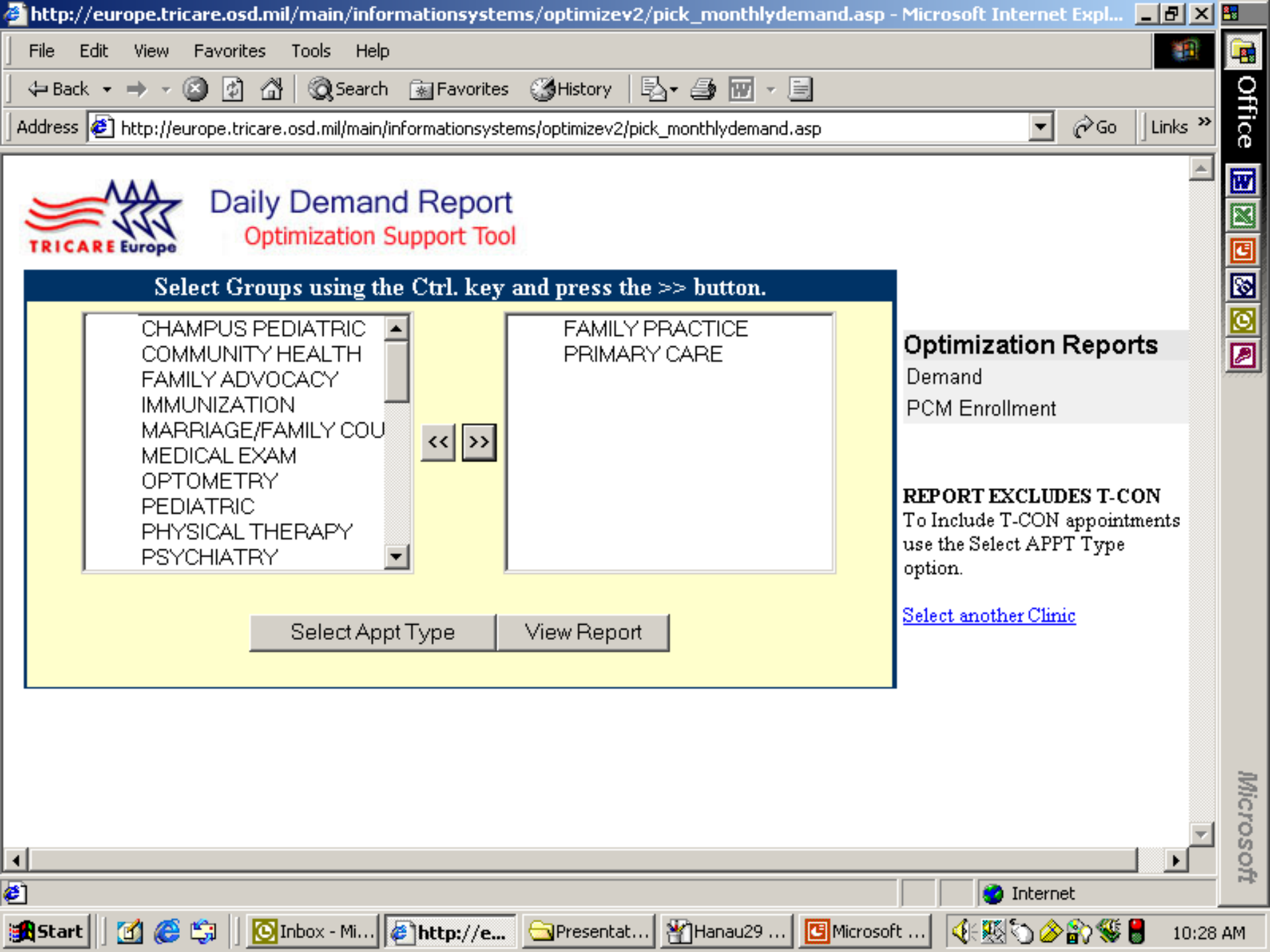
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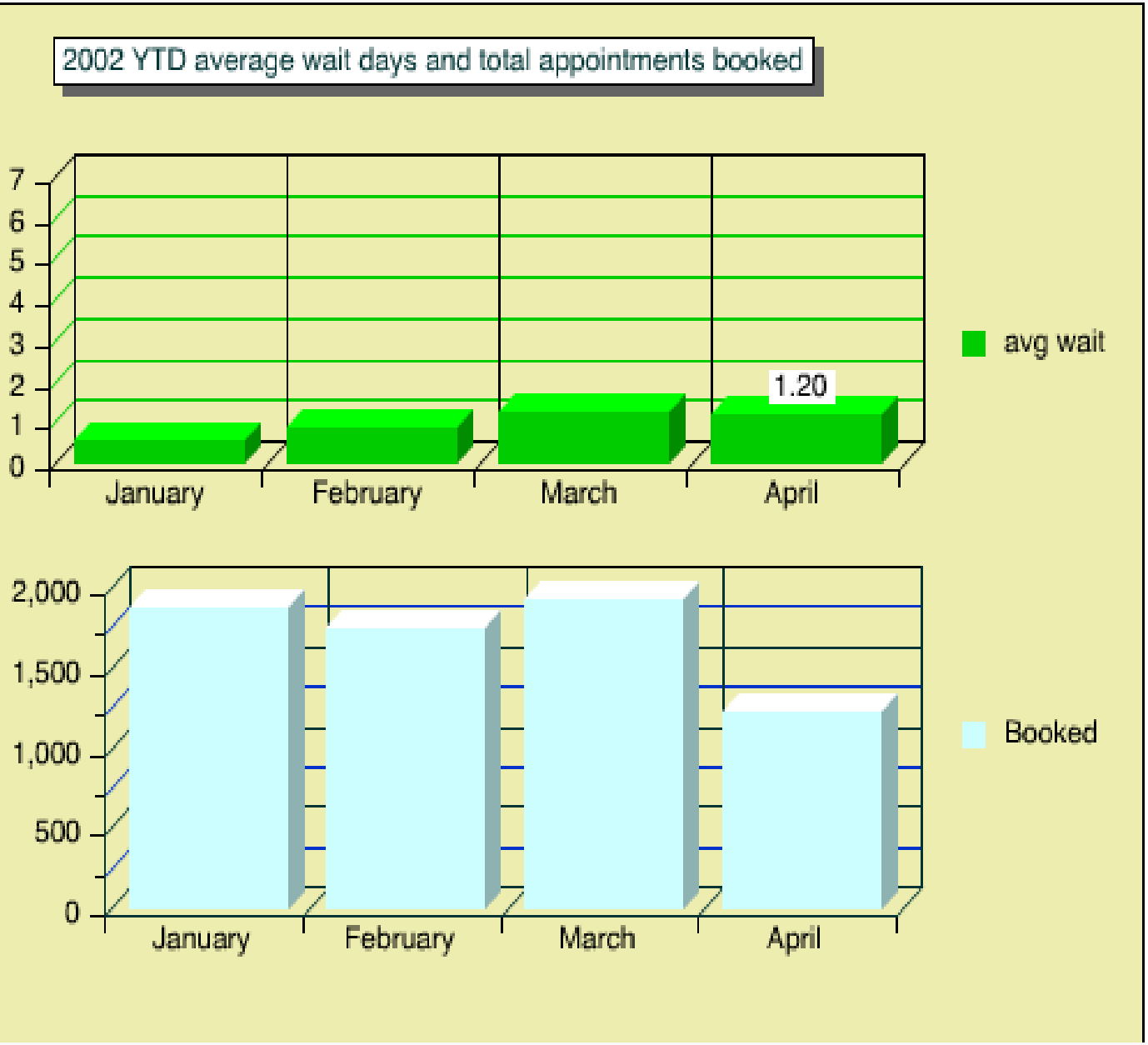

Optimization Reports

PCM Enrollment

THIS REPORT EXCLUDES T-CON

The graph on the left corresponds to the date appointment made field in the patient appointment file in CHCS.

2002 Wait Days:Demand Go

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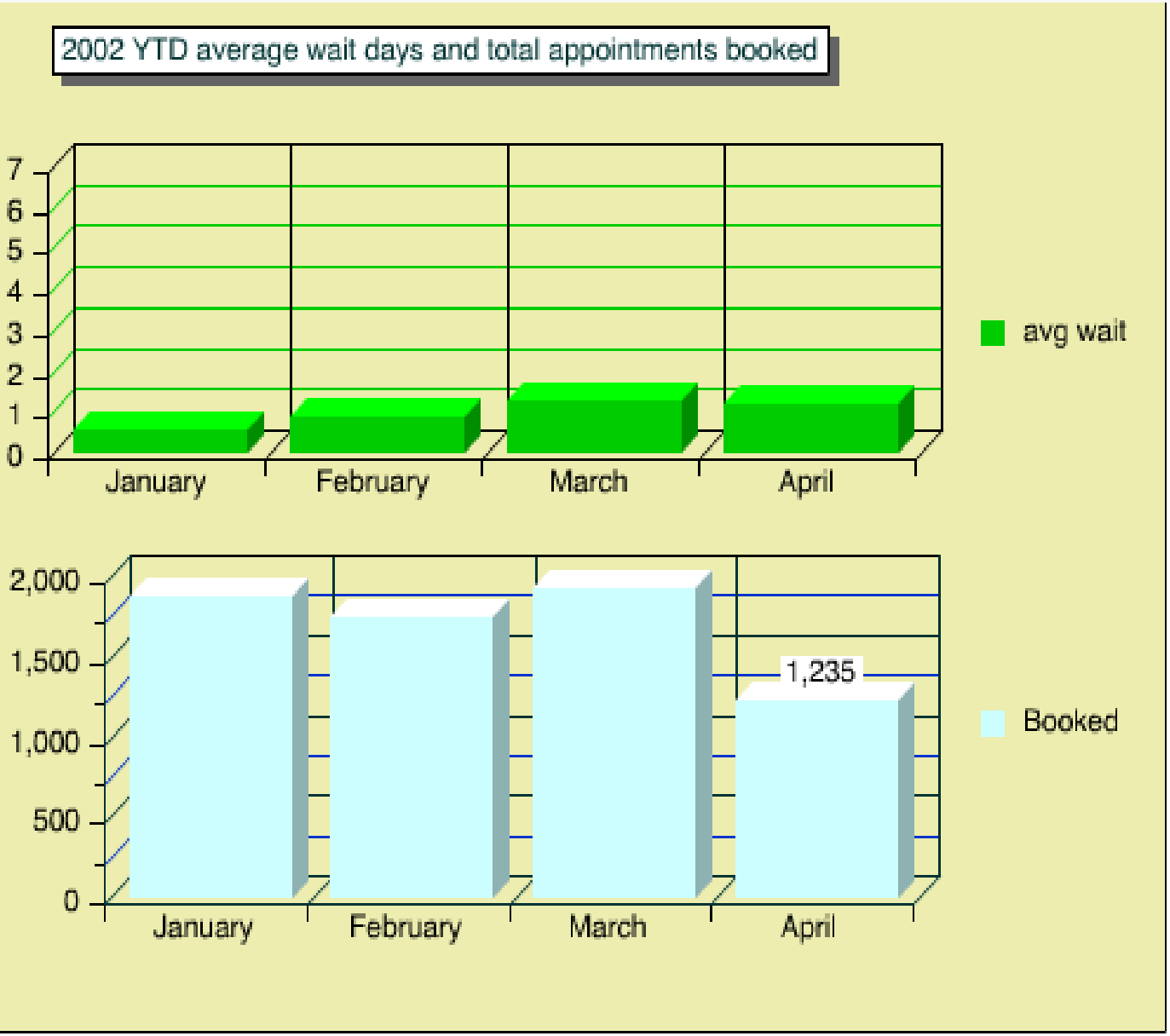

Optimization Reports

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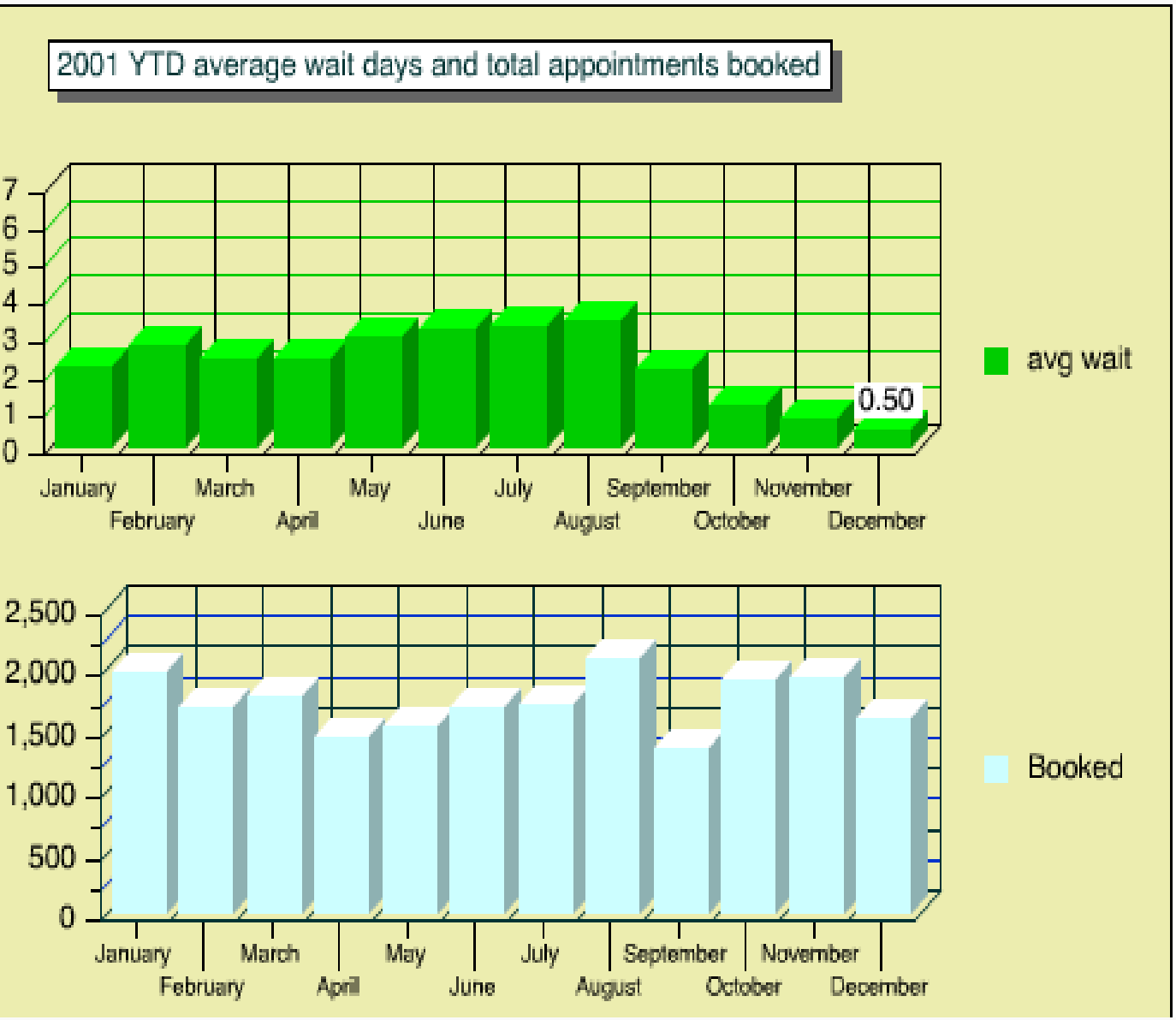

Optimization Reports

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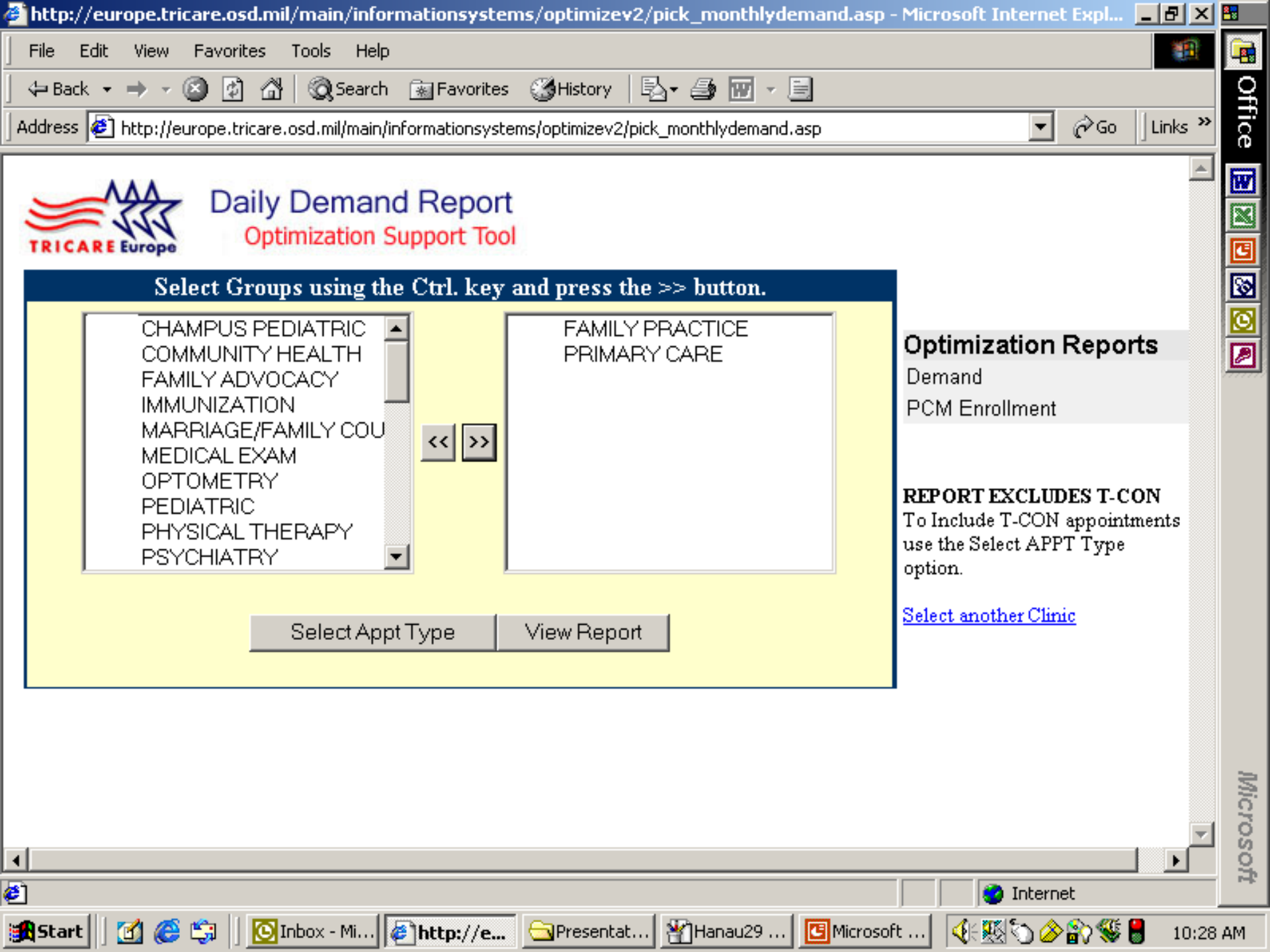
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Optimization Support Tool

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Open Access

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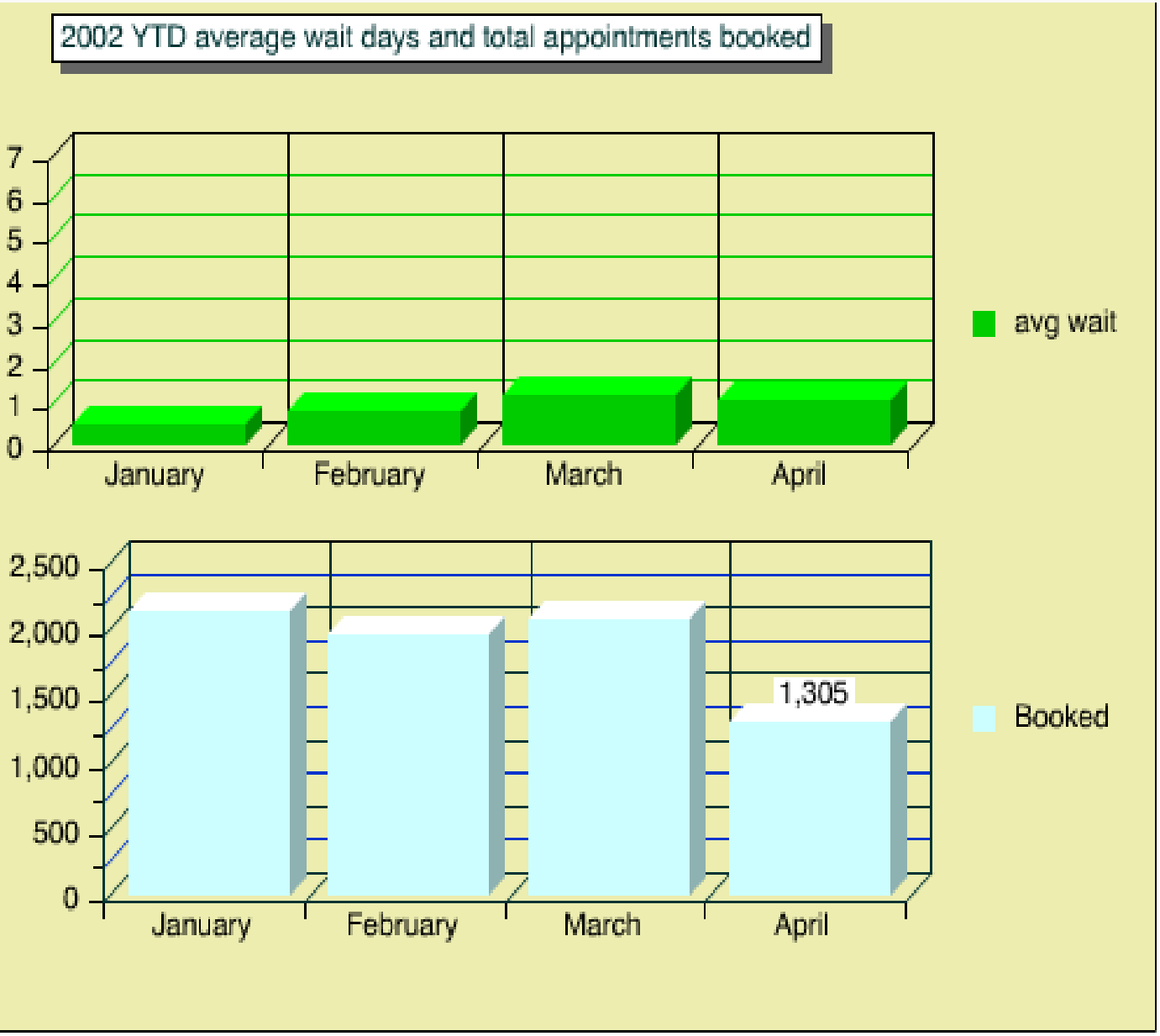
Select another Clinic



Optimization Reports

PCM Enrollment

The graph on the left corresponds t
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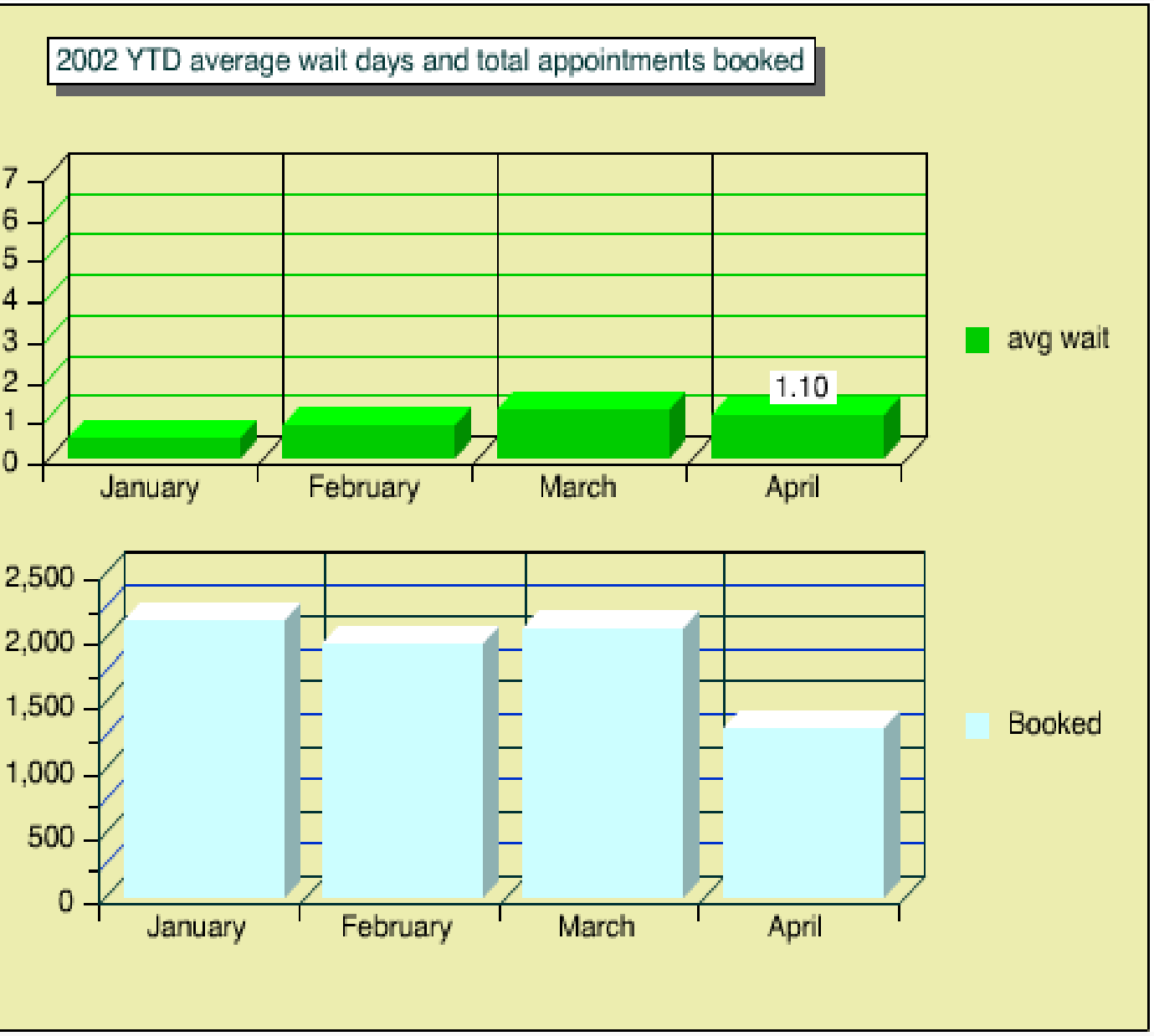

Optimization Reports

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- **T-CON***
- **WELL**
- **WELLX**

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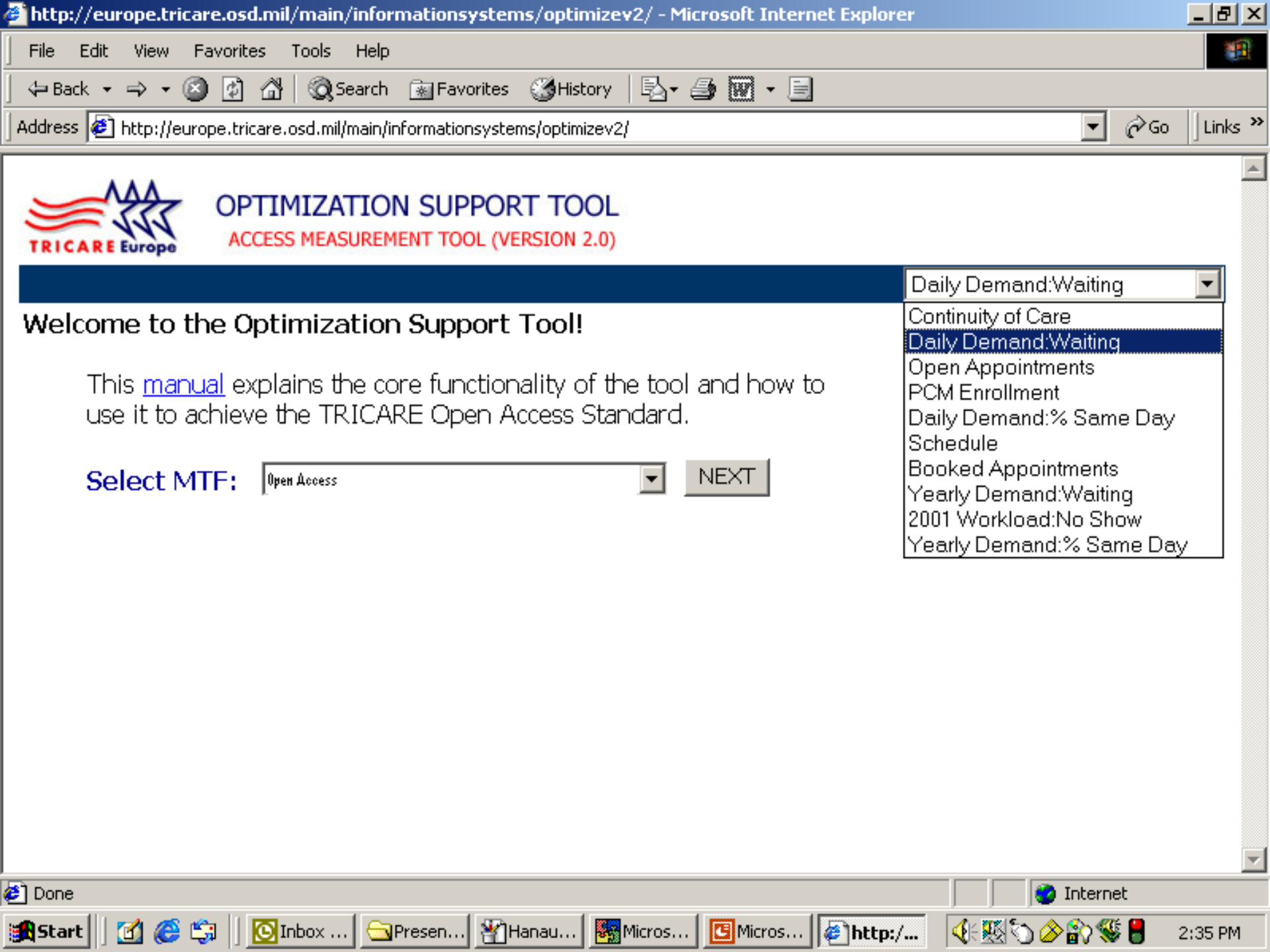
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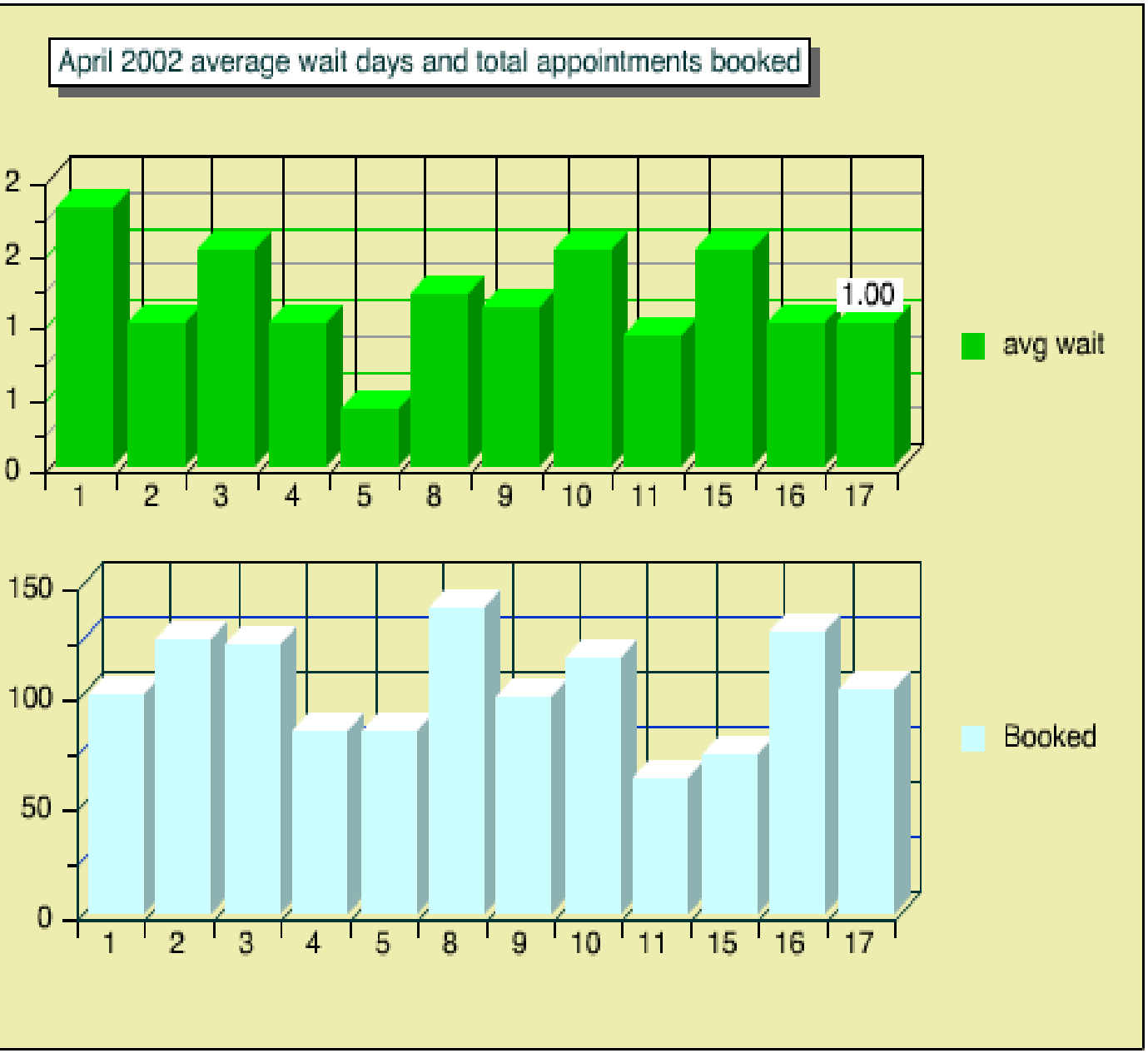

Optimization Reports

PCM Enrollment

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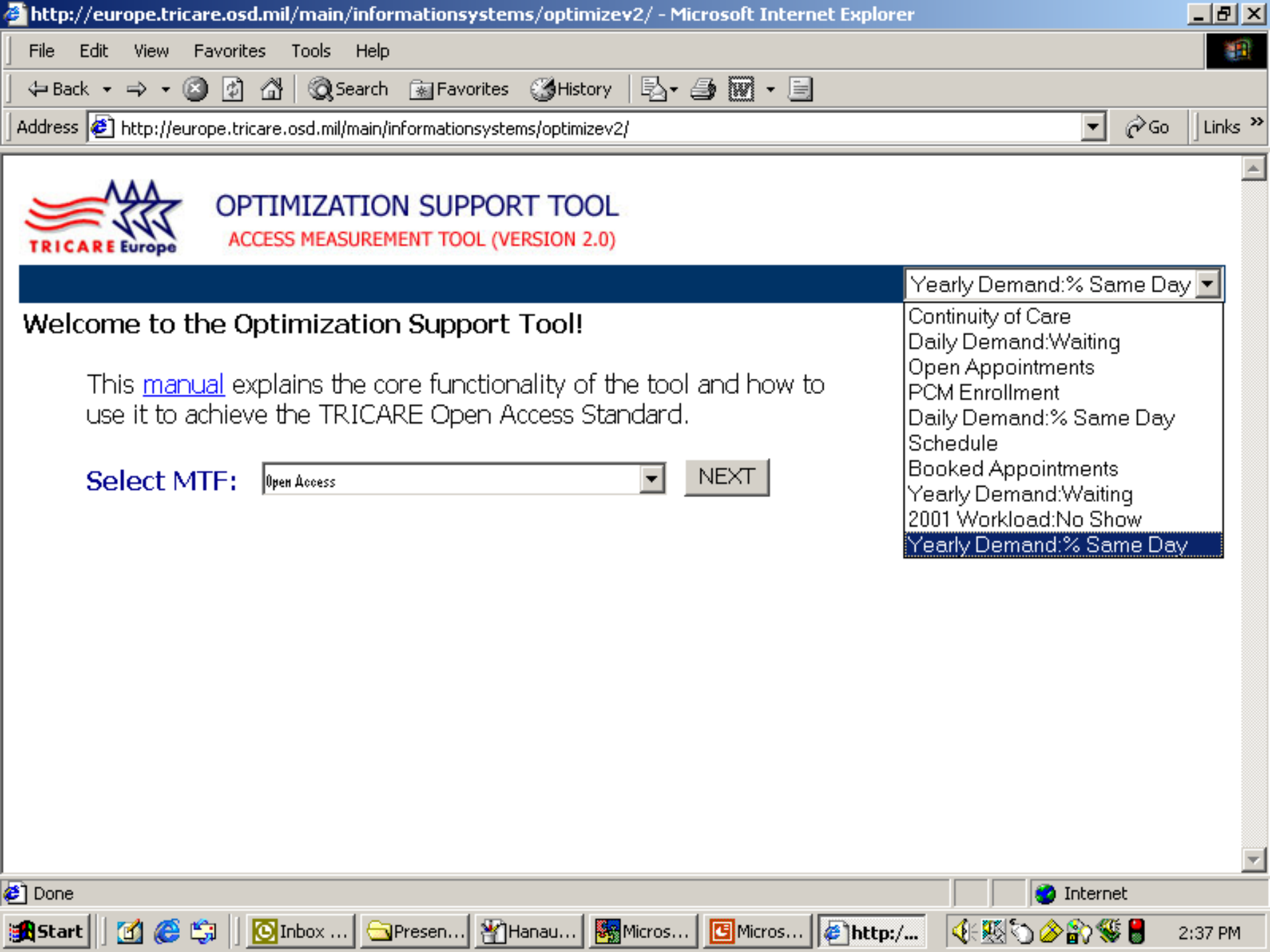
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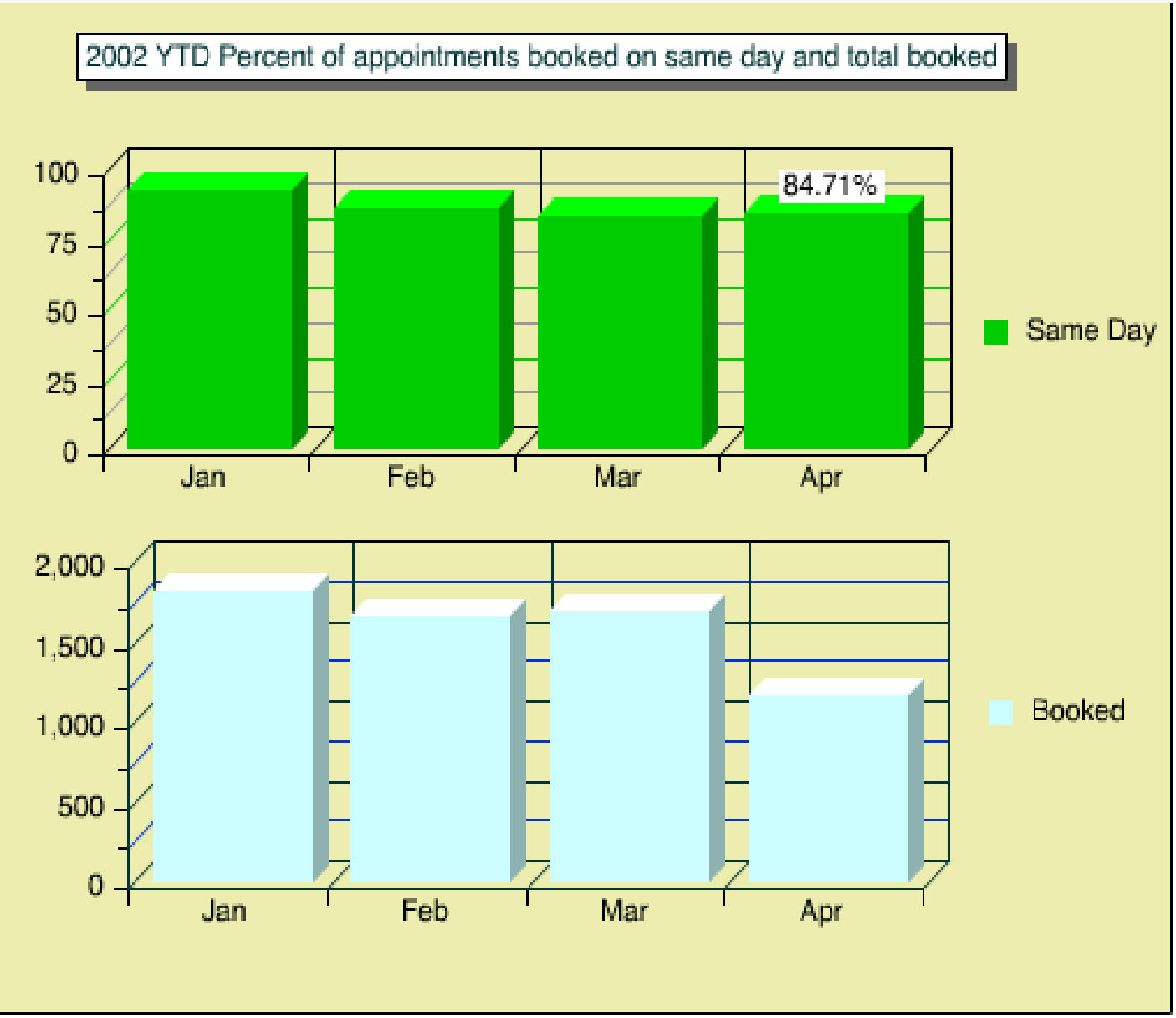

Optimization Reports

PCM Enrollment

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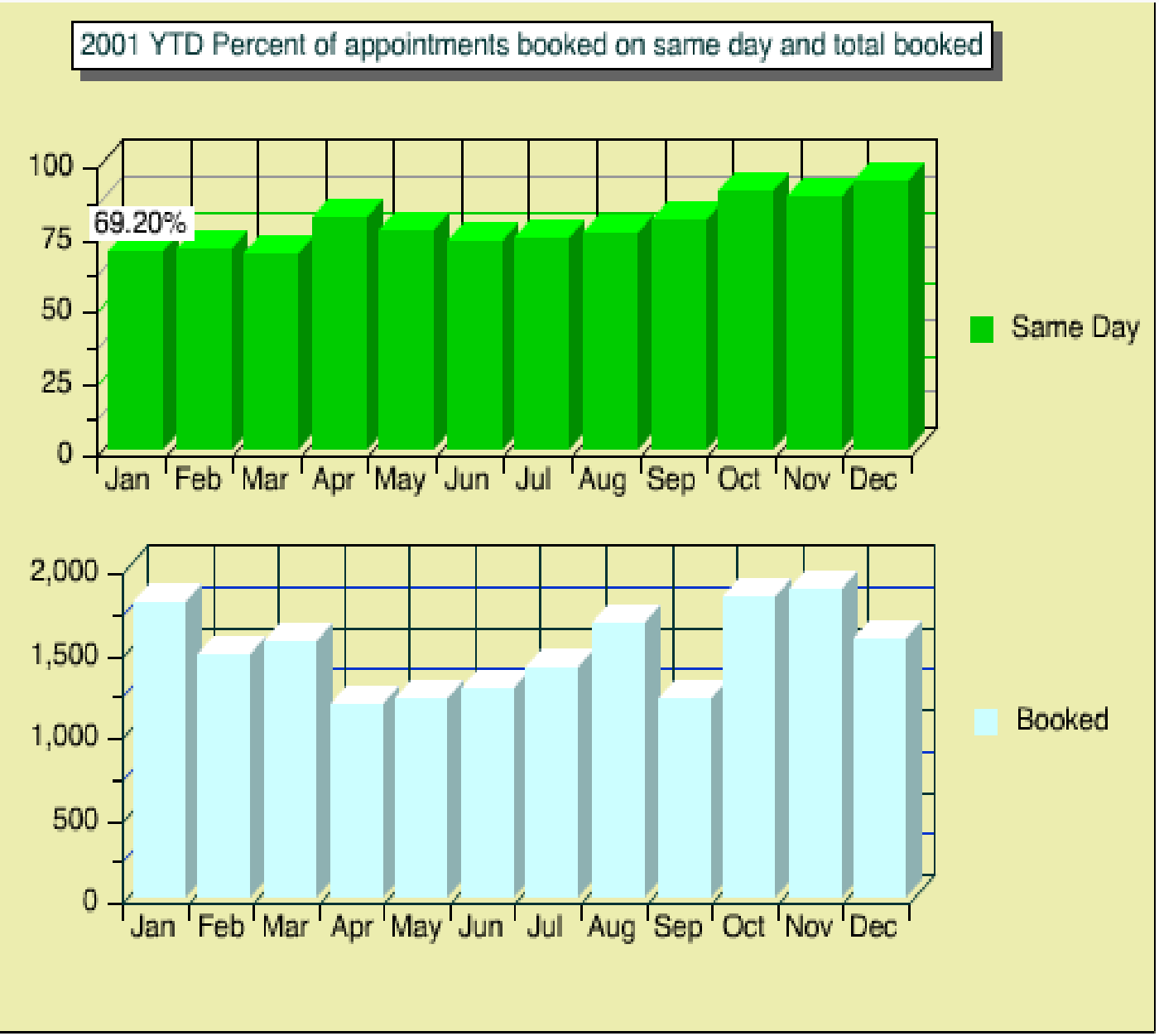

Optimization Reports

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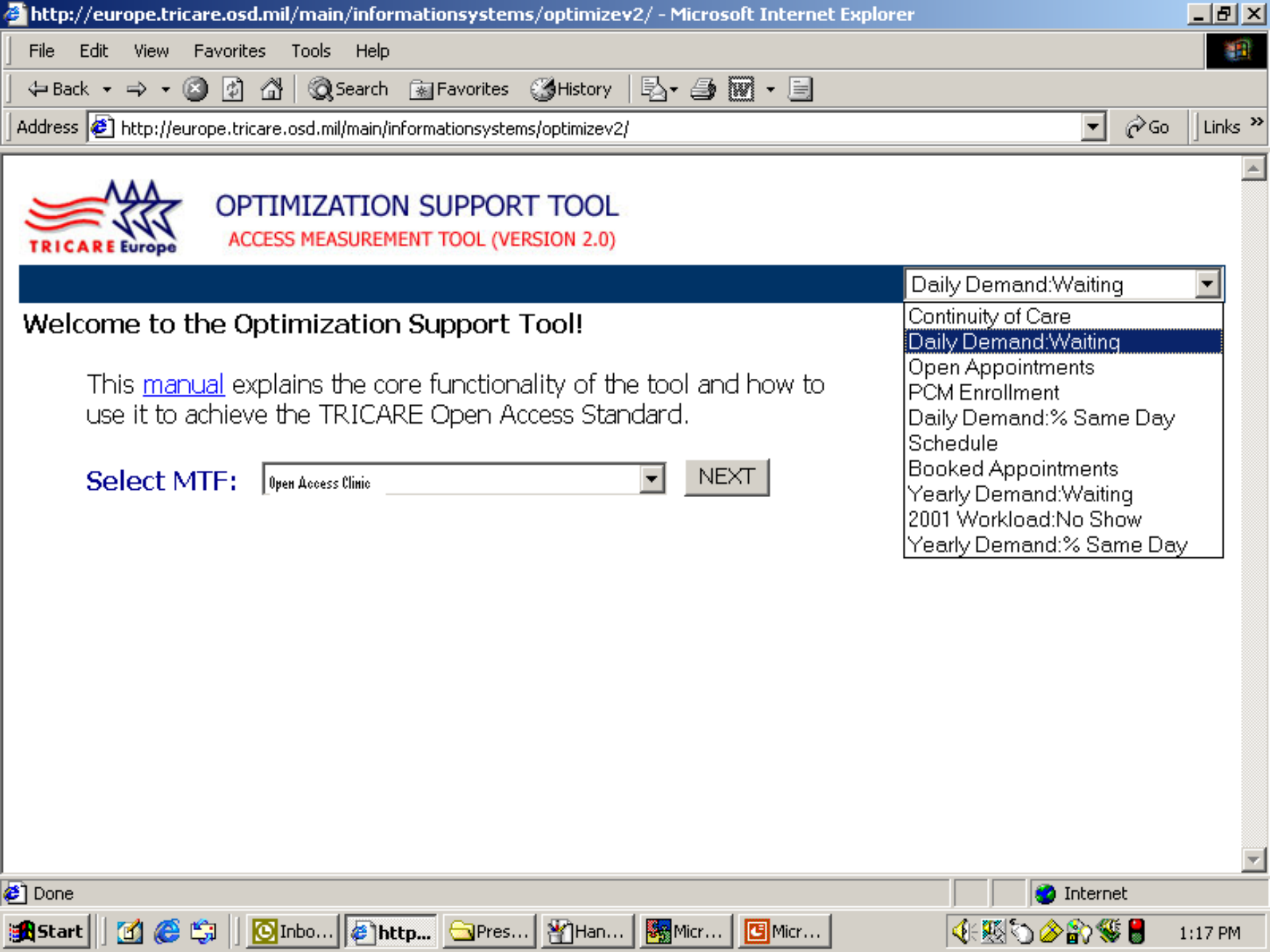
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OPTIMIZATION SUPPORT TOOL
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Daily Demand:Waiting
Continuity of Care
Daily Demand:Waiting
Open Appointments
PCM Enrollment
Daily Demand:% Same Day
Schedule
Booked Appointments
Yearly Demand:Waiting
2001 Workload:No Show
Yearly Demand:% Same Day
Welcome to the Optimization Support Tool!
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Select MTF:
Open Access Clinic
NEXT
Done
Internet
Start
Inbo...
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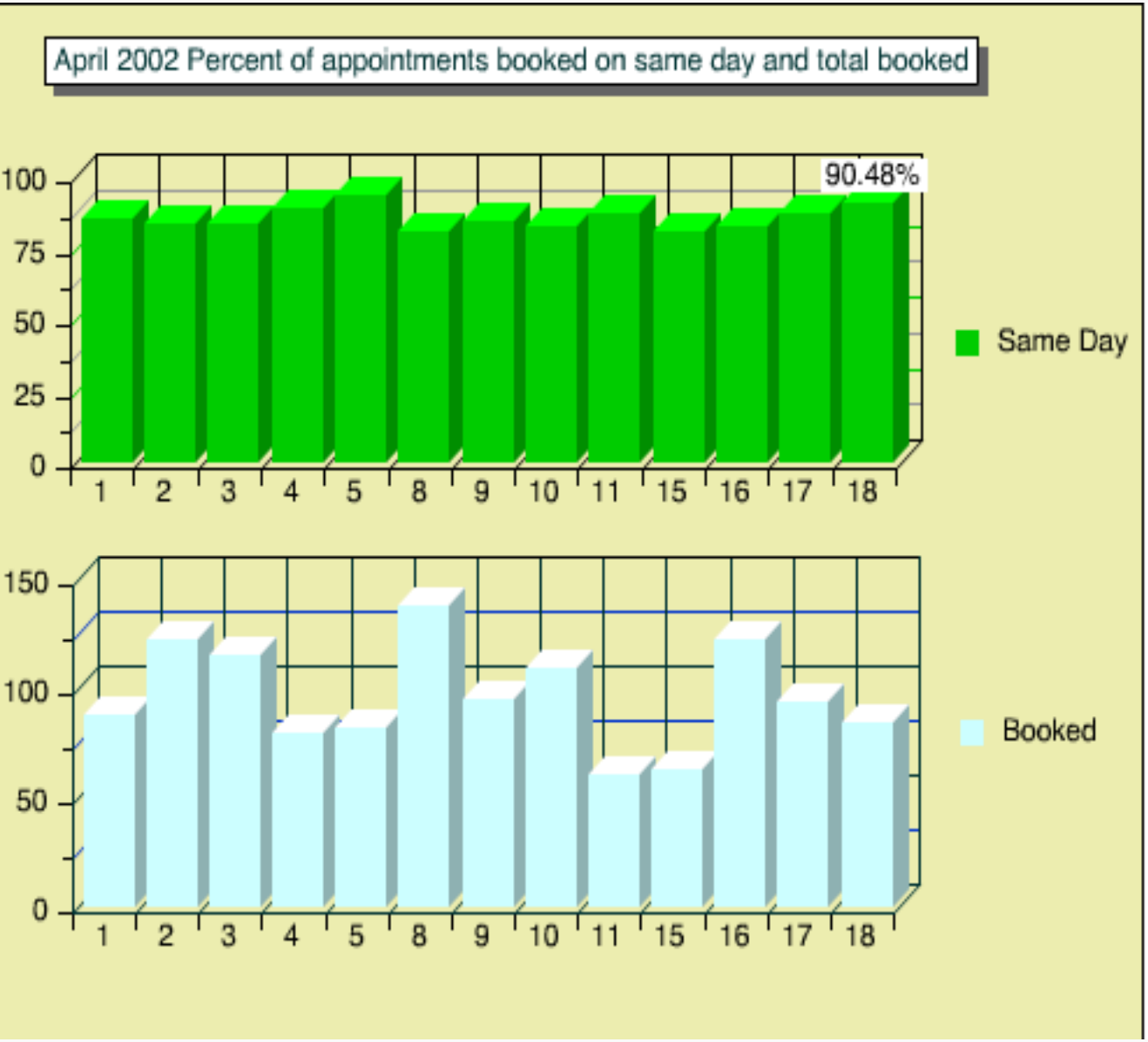
1:17 PM



Optimization Reports

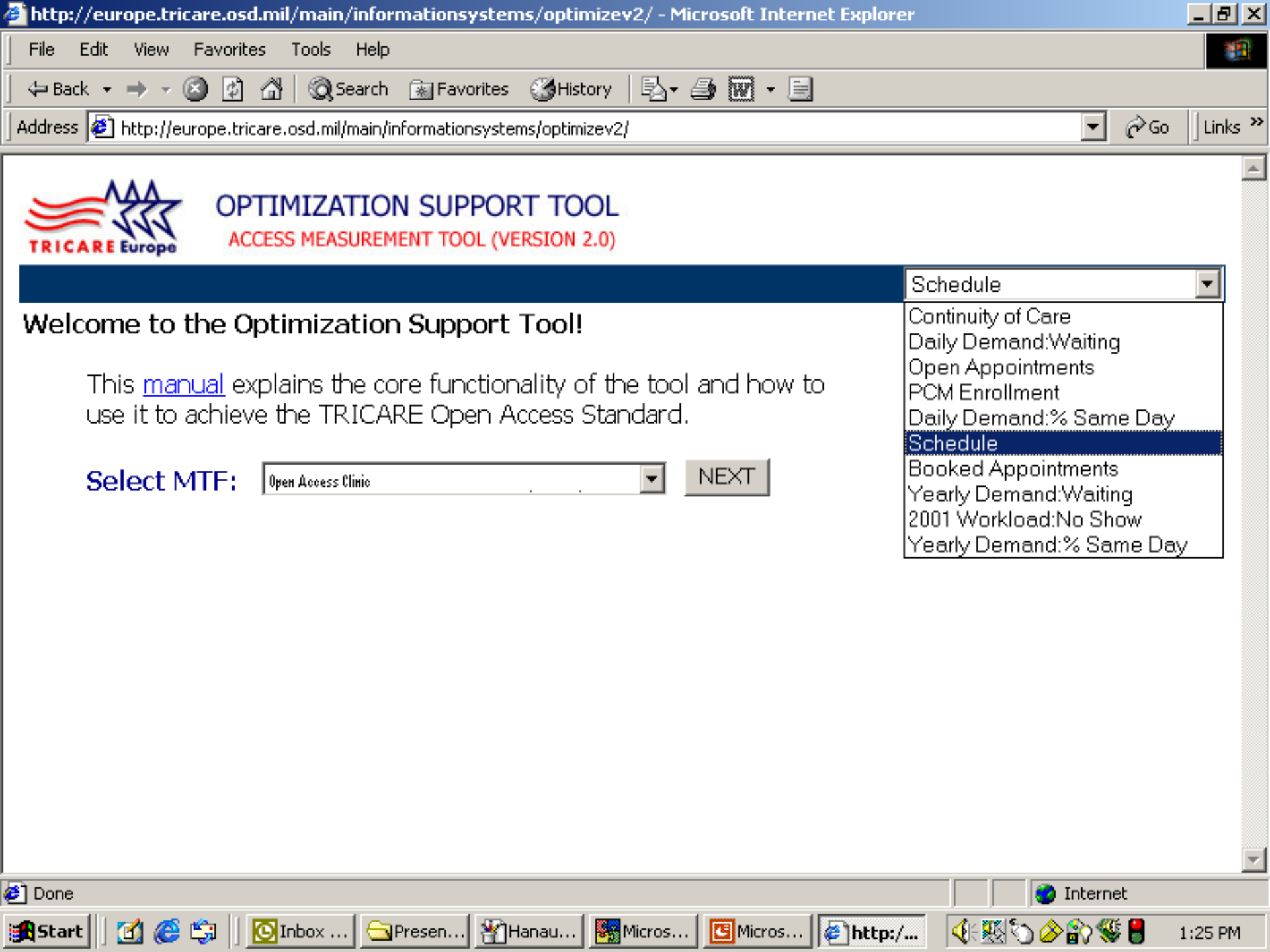
PCM Enrollment

THIS REPORT EXCLUDES T-CON

The graph on the left corresponds to the date appointment made field in the patient appointment file in CHCS.

Select another Clinic

Mar 2002 Go!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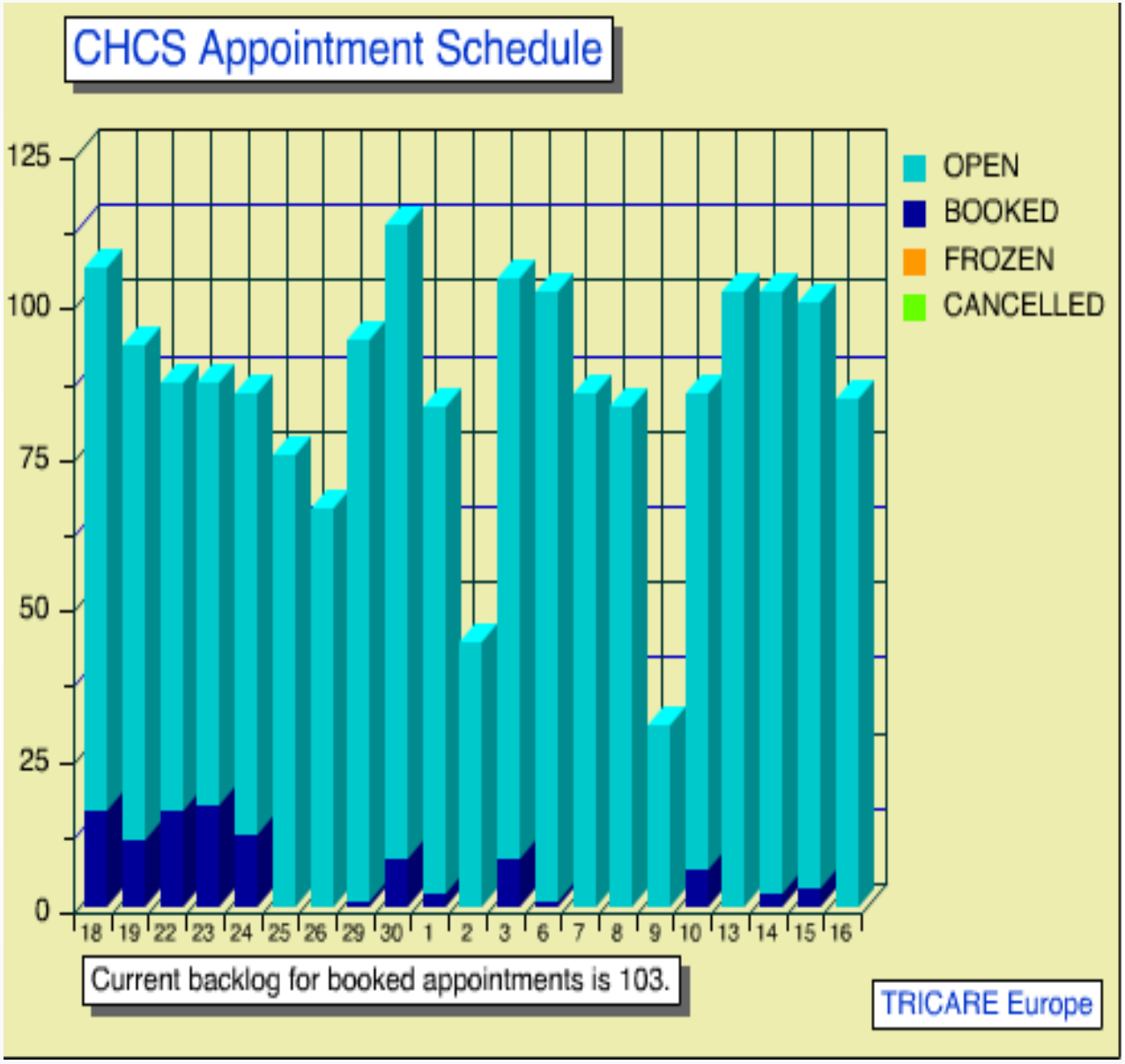
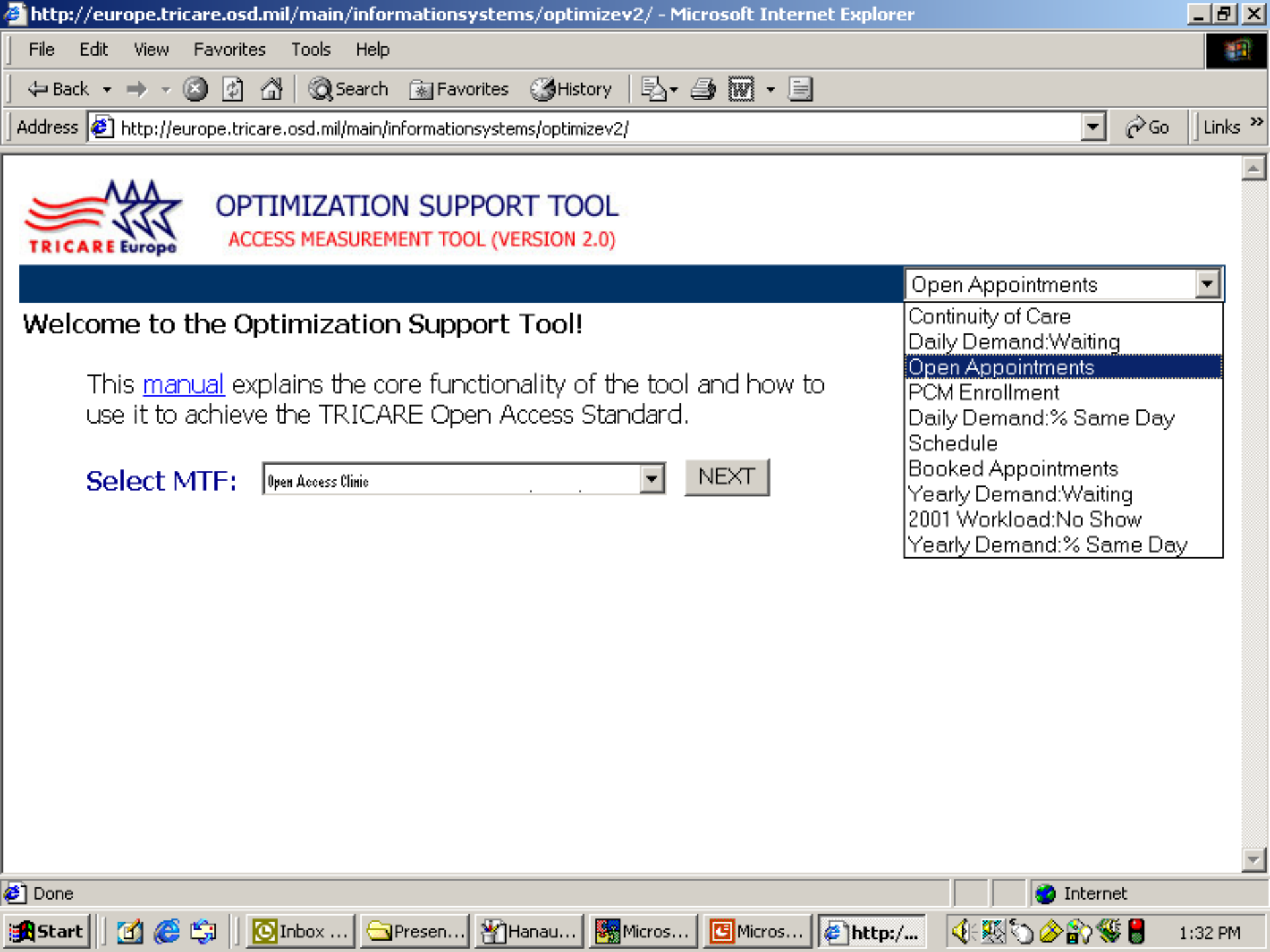


Optimization Reports

PCM Enrollment

The graph on the left corresponds t the current schedule in CHCS.

Select another Clinic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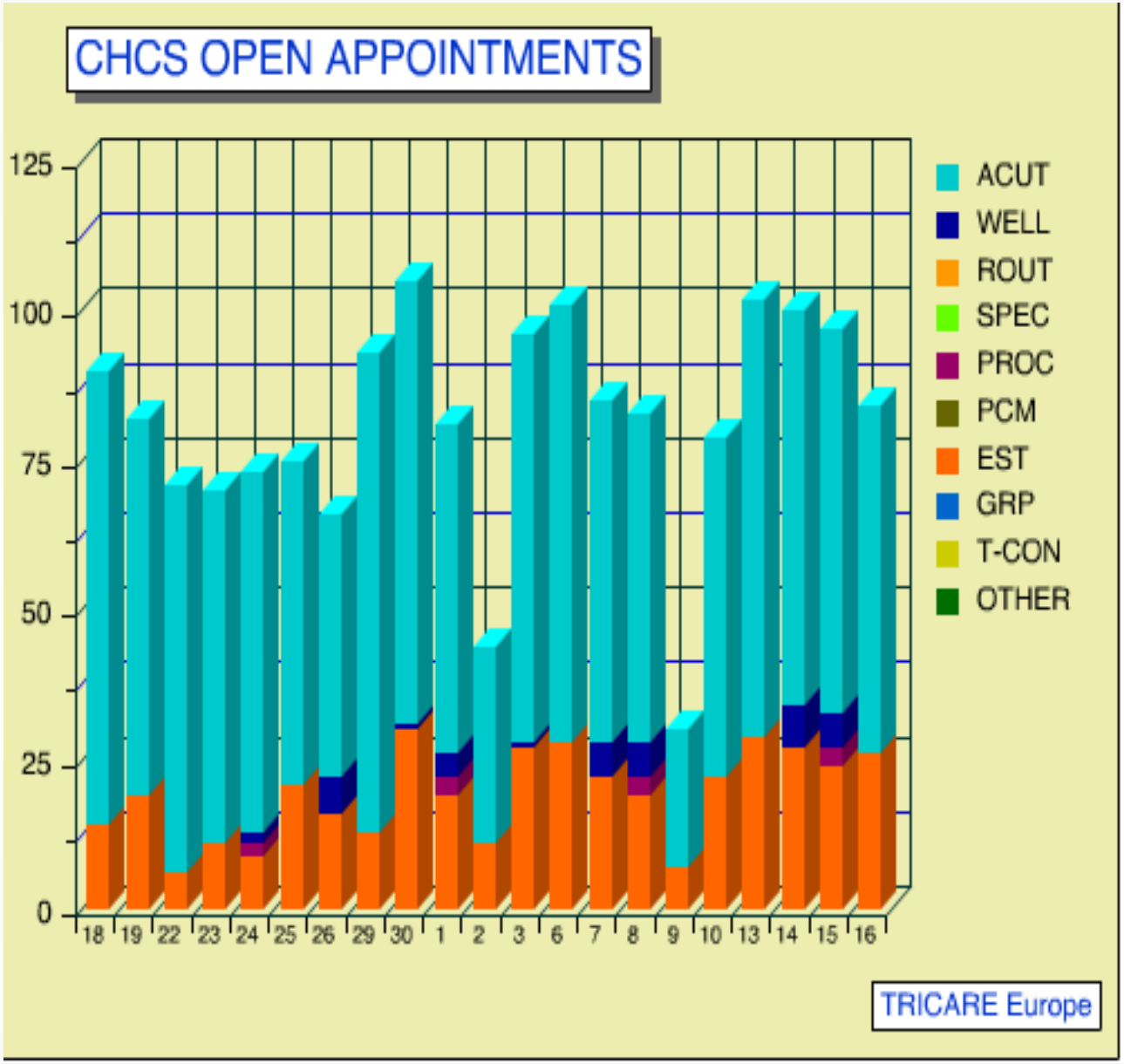

Optimization Reports

PCM Enrollment

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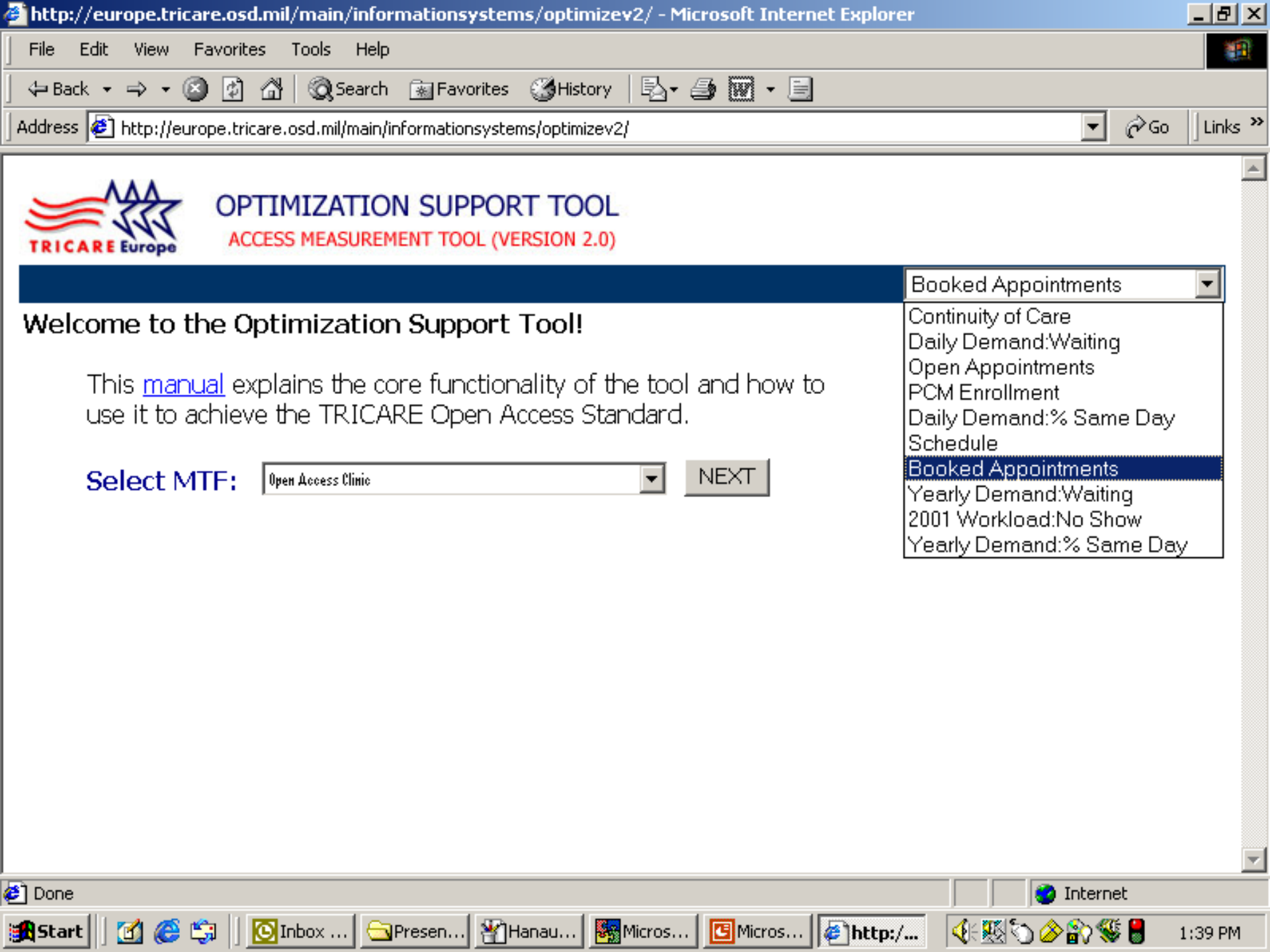
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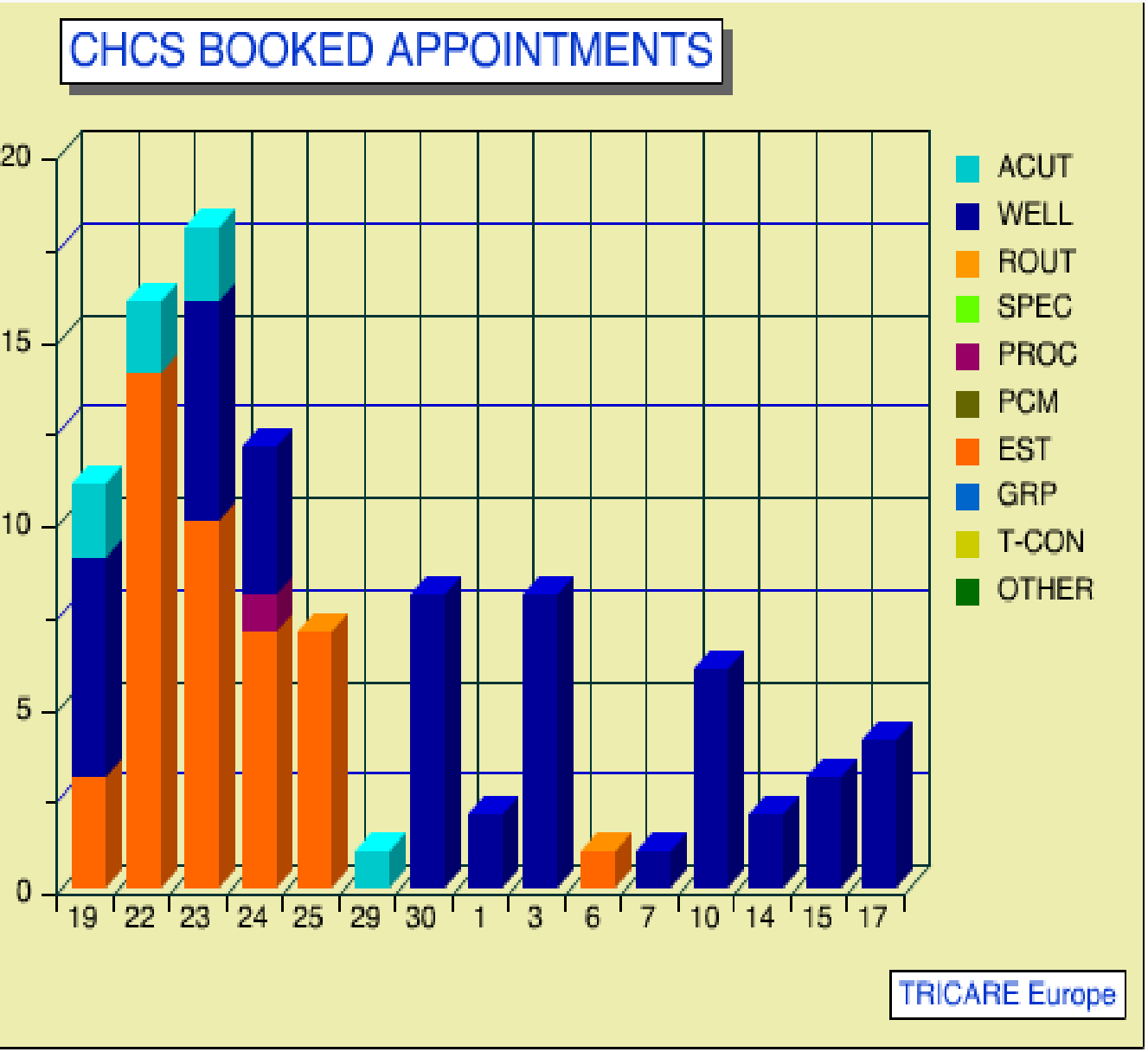

Optimization Reports

PCM Enrollment

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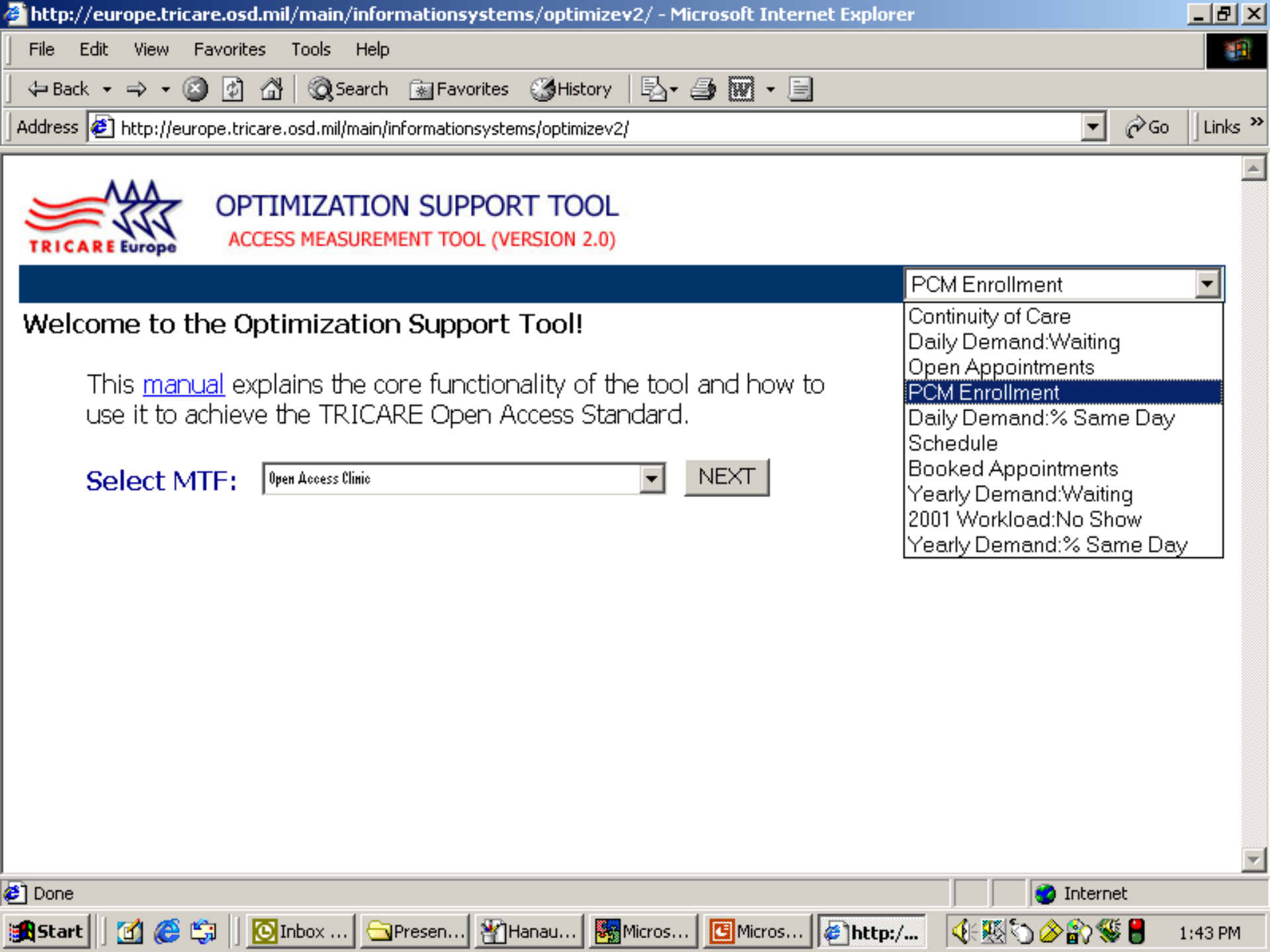
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1:43 PM

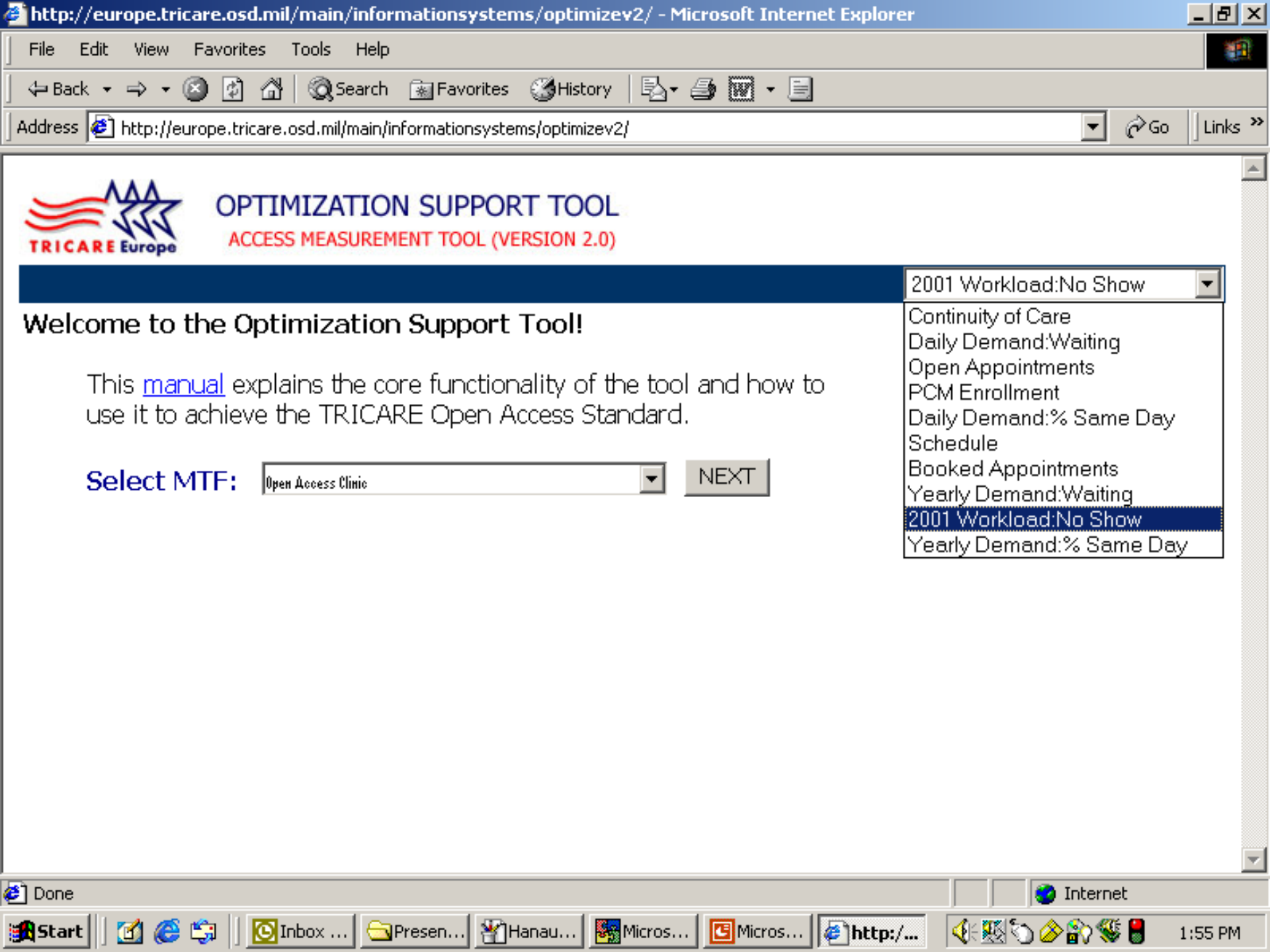
Group	PCM	# Assigned
PCM FLIGHT	Dr A	592
PCM FLIGHT	Dr. B	297
PCM FLIGHT	Dr. C	260
TOTAL for PCM FLIGHT		1,149
J PCM FP	Dr. D	1,294
J PCM FP	Dr. E	467
J PCM FP	Dr. F	888
TOTAL for PCM FP		2,649
PCM PC	Dr. G	926
PCM PC	Dr. H	1,181
PCM PC	Dr. I	1,295
TOTAL for HNU PCM PC		3,402
PCM PEDATRIC	Dr. J	30
TOTAL for PCM PEDATRIC		30
GRAND TOTAL for		7,230

Optimization Reports

Continuity

Demand

Select another Clinic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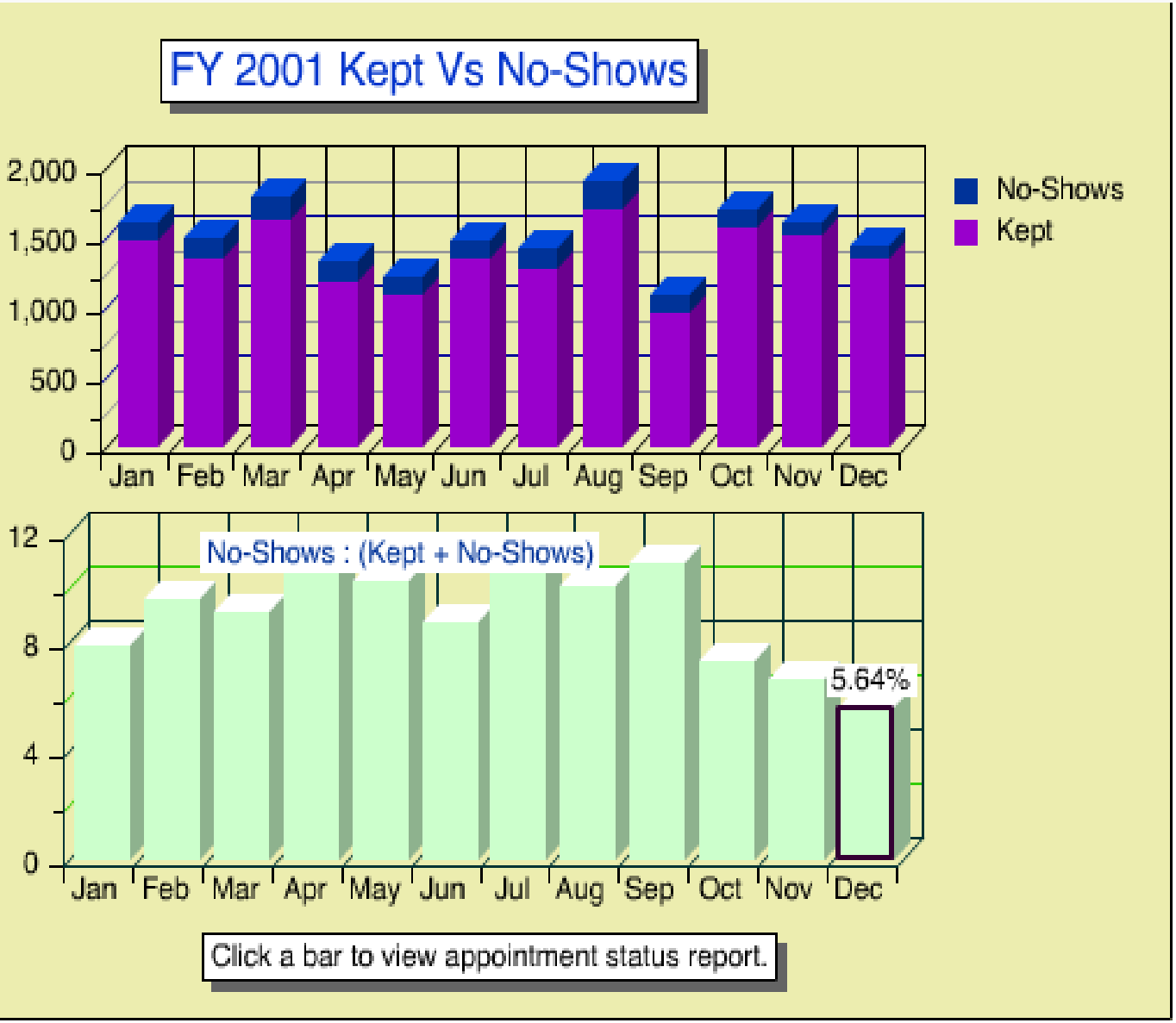

Optimization Reports

PCM Enrollment

Continuity

Select another Clinic

FAMILY PRACTICE',' PRIMARY CARE' 12/2001						
	Demand			Staffing		
Weekday	High	Low	Avg	High	Low	Avg
Monday	142	121	133.33	5.68	4.84	5.33
Tuesday	123	108	116	4.92	4.32	4.64
Wednesday	133	79	105.75	5.32	3.16	4.23
Thursday	80	45	61	3.2	1.8	2.44
Friday	123	91	109	4.92	3.64	4.36

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